



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2010A Protect safety of persons

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to ensure the safety of persons while escorting them between and within locations. It requires the ability to identify potential threats to client safety and conduct appropriate response procedures.

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 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

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 Prepare for assignment.	1.1 Applicable provisions of legislative and organisational requirements relevant to assignment instructions are identified and complied with. 1.2 Assignment instructions and other relevant information are clarified as required with relevant persons. 1.3 Resource and equipment requirements are confirmed and organised in accordance with organisational procedures. 1.4 Equipment is checked for operational effectiveness and faulty or damaged equipment is reported in accordance with organisational procedures. 1.5 Personal dress and presentation is maintained to professional standards at all times.
2 Escort persons.	2.1 Escort procedures are carried out in accordance with assignment instructions. 2.2 Safety requirements of client, self and others are monitored and maintained. 2.3 Client movement information is exchanged using established communication channels and processes. 2.4 Appropriate interpersonal techniques are used to facilitate effective relationships and meet client special needs. 2.5 Communication is conducted in a professional and courteous manner which takes into account social and cultural differences.
3 Identify security risk situation.	3.1 Potential security risks to client safety are identified and assessed for degree of risk. 3.2 Response is formulated and carried out within scope of own role, competence and authority. 3.3 Assistance requirements are identified and requested in accordance with organisational procedures. 3.4 Changing circumstances are monitored and responses are adjusted as required to maintain security. 3.5 Clients are continually advised of all factors which may affect their safety. 3.6 Relevant documentation is completed and processed in accordance with workplace procedures.

Required Skills and Knowledge

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 clear and concise language
- communication to engage with minority groups (eg young people, old people, people with an addiction or disability, Indigenous Australians, people from Culturally and Linguistically Diverse (CALD) backgrounds)
- determine response appropriate to security risk situation
- identify and comply with applicable legal and procedural requirements including licensing requirements
- identify and comply with security incident response procedures
- identify risk factors and assess degree of risk
- identify support and assistance requirements
- operate security and communications equipment
- record, report and document information
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- select and use appropriate personal protection equipment
- use negotiation techniques to defuse and resolve conflict.

Required knowledge

- communication channels, codes and signals
- emergency and evacuation procedures
- escort procedures
- 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
- principles of effective communication including interpersonal techniques
- procedures and requirements for documenting security incidents
- reporting structure and processes
- requirements for protecting people with special needs
- security incidents and appropriate responses.

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:

- complying with applicable legislative and procedural requirements for ensuring the safety of persons
- identifying risk factors which might impact on the safety and security of the client and implementing appropriate response measures
- maximising the personal safety of client, self and others during escort procedures
- organising resource and equipment requirements appropriate to meet assignment requirements
- using effective and culturally appropriate communication techniques to give clear and accurate information, in a form which is preferred and understood by the receiver and which engages minority groups.

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 plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- 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

Assessment processes and techniques must be culturally

for assessment

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:

- 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
- relevant commonwealth, state and territory legislation, codes and national standards for:
 - anti-discrimination
 - cultural and ethnic diversity
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - Occupational Health and Safety (OHS)

- relevant industry codes of practice
 - trespass and the removal of persons
 - use of restraints and weapons:
 - batons
 - firearms
 - handcuffs
 - spray.
- 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.
- Assignment instructions may include:**
- assignment purpose and objective
 - assignment tasks and procedures
 - assignment timeframe
 - client identification information
 - incident and security risk response procedures
 - personal presentation requirements
 - personal protection equipment
 - premises location and layout
 - reporting and documentation requirements
 - resource and equipment requirements
 - travel routes and schedules.
- Relevant persons may include:**
- clients
 - colleagues
 - emergency services personnel and agencies
 - security personnel
 - supervisor.
- Resources and**
- communication equipment

equipment may include:

- earpiece
- pager
- portable and mounted two-way radio
- telephone and mobile phone
- maps
- pen and security notebook
- personal protection equipment
- security equipment
 - electronic screening equipment
 - video cameras and monitors
- security personnel and specialist services
- transport.

Clients may include:

- entertainers
- executive personnel
- heads of state
- political leaders
- royalty.

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.

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.

Special needs may

- access to male, female or disabled toilets
- access to vehicles or premises for people with special

relate to:

needs

- needs of minority groups (eg people with a disability).
- dress and personal presentation
- food
- language
- religion
- social conventions
- traditional practices
- values and beliefs.

Social and cultural differences may relate to:

Security risks may relate to:

- breaches of law eg criminal damage, offences against people, public order, misuse of drugs and alcohol
- emergencies eg fire, scenes of crime, accidents
- hazards eg physical, chemical, electrical, psychological, biological
- threats eg bombs, sabotage, kidnap, assassination.

Response may involve:

- defusing the situation
- evacuating the premises
- isolating area of potential risk
- isolating risk
- notifying relevant emergency services agencies
- provision of first aid
- request for support and assistance
- restraint of person
- tactical withdrawal
- use of basic defensive techniques
- use of negotiation techniques.

Documentation may include:

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

Unit Sector(s)

Unit sector

Security

Competency field

Competency field Operations