



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2011B Control access to and exit from premises

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 monitor and manage the access and exit of persons and vehicles from premises. It requires the ability to manage people, inspect baggage and vehicles, and manage vehicular traffic.

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.
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Elements and Performance Criteria

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| 1 | Manage people. | 1.1 | Applicable provisions of legislative and organisational requirements relevant to assignment instructions are identified and complied with. |
| | | 1.2 | Identification documentation of persons entering premises is verified in accordance with organisational procedures. |
| | | 1.3 | Entry validations are issued and collected in accordance with organisational procedures. |
| | | 1.4 | Incidents are responded to in accordance with assignment instructions and approved procedures. |
| | | 1.5 | Appropriate interpersonal techniques are used and personal presentation is maintained in accordance with organisational requirements. |
| 2 | Inspect baggage and vehicles. | 2.1 | Inspections of baggage and vehicles are carried out in accordance with assignment instructions and organisational procedures. |
| | | 2.2 | Refusals to inspection requests are reported immediately to relevant persons . |
| | | 2.3 | Prohibited and hazardous items are dealt with in accordance with Occupational Health and Safety (OHS) guidelines and organisational procedures. |
| | | 2.4 | Items found during inspection procedures are recorded and reported to relevant persons in accordance with organisational procedures. |
| 3 | Manage vehicular traffic. | 3.1 | Vehicle entry validations are checked, issued and collected in accordance with assignment instructions. |
| | | 3.2 | Incidents which infringe or breach assignment instructions are reported to appropriate persons. |
| | | 3.3 | Vehicles carrying dispatched product are checked against relevant documentation. |
| | | 3.4 | Incoming vehicles are directed to appropriate unloading or parking areas in accordance with site requirements. |

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| 4 | Manage access control systems. | 4.1 | <i>Access control systems</i> are managed and monitored in accordance with assignment instructions. |
| | | 4.2 | Access control systems are operated in accordance with manufacturer's instructions. |
| | | 4.3 | Access control systems are activated and deactivated in accordance with assignment instructions. |
| | | 4.4 | <i>Indications</i> of unauthorised entry is promptly identified and responded to in accordance with approved procedures. |
| | | 4.5 | Relevant <i>documentation</i> is completed and securely maintained 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 effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using clear and concise language
- conduct an inspection of baggage, vehicles and loads
- determine response appropriate to security risk situation
- direct vehicular traffic
- maintain goodwill and professionalism when dealing with incidents
- monitor and control access to premises
- present a professional image to members of the public and colleagues
- recognise suspicious behaviour
- record and report information
- select and use equipment appropriate to the security operation
- verify identification and authority of vehicles and persons entering premises.

Required knowledge

- approved communication terminology and codes and signals
- communication channels
- confiscation procedures
- emergency and evacuation procedures
- legal provisions relating to powers of arrest and 'use of force' guidelines
- limits of own responsibility and authority
- operational principles and features of access control systems
- operational principles of security and communications equipment
- premises layout and access points
- premises security procedures
- principles of effective communication including interpersonal techniques
- procedures for dealing with contingency measures such as incidents involving forced entry or exit from premises
- procedures to handle dangerous goods
- reporting and documentation procedures
- types of identification and authority required to confirm entry to premises.

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:

- completing, processing and maintaining documentation
- identifying and complying with legal, procedural and site access requirements
- identifying prohibited and dangerous items and take necessary response actions
- operating a range of access control systems, security and communications equipment
- using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and engages minority groups
- verifying and controlling authorised access and exit of persons, vehicles and dispatched goods to and from premises.

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 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
- disability
- 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
 - OHS
- relevant industry codes of practice
- trespass and the removal of persons.

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 objectives and timeframes
- instructions from supervisor
- personal presentation requirements
- reporting and documentation requirements
- resource and equipment requirements
- specific client requirements
- work tasks and procedures.

Identification

documentation may include:

- ID cards or paperwork
- letters of authority
- temporary passes
- work permits.

Persons may include:

- contractors
- delivery persons
- demonstrators
- employees
- repair persons
- sales representatives
- visitors.

Incidents may include:

- aggressive or abusive behaviour by visitors
- complaints
- forced entry
- mislaid or forgotten pass
- non-compliance with entry requirements
- refusal to show pass
- unauthorised entry or exit of persons

Interpersonal techniques may involve:

- using a pass belonging to someone else.
- 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.

Relevant persons may include:

- clients
- colleagues
- emergency services personnel
- supervisor.

Occupational Health and Safety (OHS) guidelines may relate to:

- controlling and minimising risks
- correct manual handling including shifting, lifting and carrying
- environmental and conservation requirements
- first aid
- handling hazardous materials and dangerous goods
- identifying and reporting hazards and risks
- knowledge of emergency and evacuation procedures.

Access control systems may include:

- card entry systems
- computerised entry systems
- keypads and key tag systems
- photo-ID cards
- proximity card readers
- security turnstiles
- swipe cards
- traffic barriers eg boom gates.

Indications of unauthorised entry may include:

- alarm activation
- CCTV monitor
- ladders or other climbing aids
- signs of forced entry
- unusual lights
- unusual sounds.

Documentation may

- activity reports

include:

- incident reports
- vehicle and personnel movements
- visitor logs
- visitor passes.

Unit Sector(s)

Competency field Operations

Unit sector Security

Custom Content Section

Not applicable.