



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2020A Provide technical security services to clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to provide client service for the provision of security equipment or systems. It requires the ability to identify technical security requirements, estimate costs and record and confirm quotations with clients. It also requires an ability to apply problem solving techniques and communication skills to promote client confidence.

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

Application of the Unit

Application of the unit This unit of competency has application to a range of technical security 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 ***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

ELEMENT	PERFORMANCE CRITERIA
1 Identify client requirements.	1.1 Relationship with client is established using appropriate <i>interpersonal techniques</i> to confirm needs and expectations. 1.2 Information relevant to <i>client enquiry</i> is identified and obtained from organisational and <i>industry sources</i>. 1.3 Client file and security assessment are reviewed to identify <i>security equipment</i> or <i>system requirements</i>. 1.4 <i>Personal limitations</i> in addressing client needs are identified and assistance sought as required from <i>relevant persons</i>.
2 Confirm security equipment and system options.	2.1 Client security equipment or system requirements are confirmed and <i>installation requirements</i> identified in accordance with <i>legislative</i> and <i>organisational requirements</i>. 2.2 Client need for written or verbal response is confirmed using appropriate <i>communication skills</i>. 2.3 Options to meet client requirements are presented to client within agreed timeframes. 2.4 <i>Possible problems</i> are identified and action taken to minimise impact on client satisfaction in consultation with relevant persons.
3 Communicate pricing information.	3.1 <i>Organisational rate schedules</i> are identified and used to establish pricing information. 3.2 Necessary <i>resources</i> are identified and their availability and delivery dates confirmed. 3.3 Pricing information is presented to client, accurately and concisely confirming details of proposed security service, installation and equipment or system. 3.4 Client file is created and <i>documentation</i> regularly updated to incorporate any <i>changes or variations</i> to service 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

REQUIRED SKILLS AND KNOWLEDGE

- basic information technology including use of spreadsheets to calculate information
- basic research
- complete basic workplace documentation
- literacy skills to understand and communicate security information (reading, writing, speaking, numeracy and listening)
- numeracy skills to estimate and quote service timeframes, costs and resource requirements
- personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- present a professional image
- questioning to check understanding
- solve routine problems and handle client complaints
- summarise information received
- work effectively on an individual basis and as part of a team.

Required knowledge

- contractual requirements for estimating and quoting for service provision
- difference between negative and positive language
- differences between written and spoken English
- how to read and use body language to gain confidence of clients
- how to safeguard confidential information
- how to use business equipment to present information
- legislation and regulations applicable to providing security services
- organisational pricing schedules
- organisational standards and procedures for client service
- organisational standards for the presentation and maintenance of written information
- procedures and channels for reporting information
- requirements for compliance with Australian building codes and regulations and Australian Communications Authority cabling standards
- rights and responsibilities of clients
- types and functions of technical security equipment, systems and installations.

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 organisational policies and procedures and relevant legislation in the provision of technical security services to clients
- confirming client requirements and system or equipment options from information gathered and discussing areas of potential conflict or limitation in providing services
- following agreed client and organisational reporting procedures in the provision of technical security services
- monitoring and acting on changing client needs and possible causes of dissatisfaction
- identifying pricing information for presentation and discussion with client.

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.

Interpersonal techniques may include:

- active listening
- being respectful and non-discriminatory to others
- control of tone of voice and body language
- demonstrating flexibility and willingness to negotiate
- interpreting non-verbal and verbal messages
- maintaining professionalism
- providing and receiving constructive feedback
- questioning to clarify and confirm understanding
- two-way communication
- use of communication appropriate to cultural differences
- use of positive, confident and cooperative language.

Client enquiry may relate to:

- company information
- general security information
- pricing and estimates
- referrals
- security advice
- security service provision
- security services and system options
- service timeframes.

Industry sources may include:

- current security industry research
- industry magazines and brochures
- industry publications
- other security companies
- security equipment and system manufacturers
- security industry associations

Security equipment may include:

- security industry codes of conduct
- security regulatory bodies.
- audible and visual warning devices
- bank pop up screens
- batteries
- biometrics
- boom gates
- cameras
- car alarms
- control panels
- detection devices
- electric and mechanical fire safety and fire locking systems
- electronic readers
- electronic recognition controls
- grills
- intercoms
- lighting
- locks and locking systems
- monitors and control equipment
- power supplies
- security doors and door controls
- turnstiles
- wireless equipment.

Security system may be:

- computerised
- electronic
- mechanical
- procedural
- specialised (eg biometric).

Personal limitations may relate to:

- being unsure of best method to complete task
- compliance with Occupational Health and Safety (OHS) requirements
- current competence level
- difficulties in meeting timelines
- inability to fulfil own role and responsibilities
- licensing requirements
- technical expertise or knowledge of systems, equipment or installation requirements
- understanding of assignment instructions
- understanding of legal requirements.

Relevant persons may include:

- client
- colleagues

***Installation
requirements may
relate to:***

- security consultants
- supervisor
- technical security specialists.
- cherry picker
- commercial and residential alarm systems.
- drill
- electronic equipment (eg screen equipment, video cameras and monitors)
- ladder
- scaffolding
- specialist tools or equipment
- sub-contract labour.

***Legislative
requirements may
relate to:***

- applicable commonwealth, state and territory legislation which affects work such as:
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian building codes and regulations
- Australian Communications Authority cabling standards
- Australian standards and quality assurance requirements
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- telecommunications
- trade practices.

***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.
Communication skills may include:	• active listening • comprehension • note-taking • positive body language • questioning • reading accurately • speaking clearly • summarising • writing.
Possible problems may relate to:	• availability, delivery • cash flow • crowds • equipment or system faults • insurance, time penalties, disputes • limited access to assistance and resources • own skills and knowledge • problems with security or communication equipment • restricted site access, building progress • risks and hazards • vehicles • weather and environment conditions.
Organisational rate schedules may relate to:	• industry based labour rates • insurance • organisational labour rates • standard equipment costs • standard installation costs • standard materials costs • standard monitoring costs • standard service costs • standard unit costs.
Resources may include:	• equipment • labour • materials.
Documentation may include:	• client details • pricing information • records of client and supplier communication including actions taken

***Changes or variations
may relate to:***

- security equipment or system options and costs
- supplier information.
- changes in cost
- delays
- exclusions
- installation
- monitoring
- revised or additional services
- revised or new equipment or system needs
- service and product warranty, guarantee, liability and terms and conditions
- service commencement or completion dates
- terms of trade.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Technical security