



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPSEC3051A Implement cash-in-transit security procedures**

**Release: 1**

## **CPPSEC3051A Implement cash-in-transit security procedures**

### **Modification History**

New unit

### **Unit Descriptor**

This unit of competency specifies the outcomes required to implement cash-in-transit security procedures. It requires the ability to check and monitor personnel and goods within the work area, coordinate responses to security incidents and emergencies, and carry out surveillance of work areas.

The unit requires legal and operational knowledge applicable to relevant sectors of the security industry.

### **Application of the Unit**

This unit of competency applies to roles involving cash-in-transit activities in the security industry.

The skills and knowledge described in this unit are to be applied within relevant legislative and organisational guidelines.

### **Licensing/Regulatory Information**

This unit may form part of the licensing requirements for persons engaged in cash-in-transit security operations in those states and territories where these are regulated activities.

### **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 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 the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

- |   |                                                           |     |                                                                                                                                                                                                                            |
|---|-----------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check personnel and goods within the work area            | 1.1 | Personnel and vehicles in the work area are checked and monitored according to operational <b><i>information</i></b> and <b><i>organisational, legislative and occupational health and safety (OHS) requirements</i></b> . |
|   |                                                           | 1.2 | Receipt and delivery of consignment are <b><i>recorded</i></b> according to organisational procedures.                                                                                                                     |
|   |                                                           | 1.3 | Consignment content is <b><i>checked</i></b> to verify security according to organisational requirements.                                                                                                                  |
|   |                                                           | 1.4 | <b><i>Risks to consignment</i></b> are assessed and necessary controls implemented in line with organisational requirements.                                                                                               |
|   |                                                           | 1.5 | Consignment discrepancies are <b><i>reported to relevant persons</i></b> according to organisational and legislative requirements.                                                                                         |
| 2 | Coordinate response to security incidents and emergencies | 2.1 | Security incident or emergency is identified and handled according to organisational, legislative and OHS requirements.                                                                                                    |
|   |                                                           | 2.2 | Appropriate <b><i>communication channels</i></b> and <b><i>security equipment</i></b> are used to receive and transmit concise information according to organisational and legislative requirements.                       |
|   |                                                           | 2.3 | <b><i>Potential security risks</i></b> are observed and reported according to organisational procedures.                                                                                                                   |

- |   |                                    |     |                                                                                                                                                             |
|---|------------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Conduct surveillance of work areas | 3.1 | Work areas are monitored using security equipment according to organisational requirements.                                                                 |
|   |                                    | 3.2 | <b>Security procedures</b> are implemented and systems monitored to ensure ongoing security of work areas according to organisational requirements.         |
|   |                                    | 3.3 | Appropriate <b>interpersonal techniques</b> are used to gather information to clarify potential risk situations according to organisational requirements.   |
|   |                                    | 3.4 | Security equipment is regularly checked to ensure operational effectiveness in compliance with manufacturer specifications and organisational requirements. |
| 4 | Complete reports                   | 4.1 | Operational reports and documentation are completed within designated timeframes according to organisational and legislative requirements.                  |
|   |                                    | 4.2 | Security incidents or occurrences are reported verbally to relevant persons according to organisational and legislative requirements                        |

## Required Skills and Knowledge

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

### Required skills

- literacy skills to:
  - identify and comply with legal and procedural requirements, including licensing requirements
  - read and interpret instructions, procedures, information and signs
  - record, report and document information
- problem-solving skills to:
  - identify risk factors and assess degree of risk
  - identify security risk situations
- planning and organising skills to manage work tasks to meet operational timeframes
- observation and monitoring skills to conduct surveillance of the work area
- initiative and enterprise skills to predict consequences, apply contingencies and identify improvements
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- self-management skills to:
  - communicate using appropriate channels, codes and signals
  - select and use appropriate personal protective equipment (PPE)
  - use correct manual handling techniques
- technology skills to select and use equipment appropriate to cash-in-transit tasks, including electronic communications and security equipment

### Required knowledge

- approved communication terminology, codes and signals
- Australian standards, regulations, procedures and codes of practice applicable to own role, responsibilities and cash-in-transit tasks
- cash-in-transit surveillance and monitoring techniques
- details of work area, security procedures, personnel and consignment for delivery or collection
- permit and licensing requirements for cash-in-transit operations
- principles of effective communication, including interpersonal techniques
- principles of effective teamwork
- procedures for handling non-conforming consignments
- procedures for responding to a violent encounter, including armed robbery
- procedures for review and debrief of a security response
- procedures to prepare for cash-in-transit operation, including systematic checks and correct strategic positioning and tactics

- range of potential security incidents and appropriate responses
- risks and hazards posed by the transfer of cash in transit, and related precautions and controls
- indicators of potential problems with consignment content, including tampering
- situations requiring support or assistance

## 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 | <p>A person should demonstrate the ability to:</p> <ul style="list-style-type: none"> <li>• comply with legislative, organisational, OHS and client requirements to implement cash-in-transit security procedures</li> <li>• check and monitor personnel and goods within the work area to ensure ongoing security is maintained</li> <li>• identify risks and hazards that impact on security of work area and implement necessary controls</li> <li>• use effective communication and interpersonal techniques to accurately and concisely receive and transmit details of security incidents or emergencies when coordinating security responses</li> <li>• operate and check security and communications equipment to ensure operational effectiveness</li> <li>• accurately and legibly document and report operational details, including records of consignment receipt and delivery, incidents, emergencies and occurrences, and potential security risks.</li> </ul> |
| Context of and specific resources for assessment                                             | <p>Context of assessment includes:</p> <ul style="list-style-type: none"> <li>• a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.</li> </ul> <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>• access to plain English version of relevant statutes and procedures</li> <li>• access to a registered provider of assessment services</li> <li>• access to a suitable venue and equipment</li> <li>• assessment instruments, including personal planner and assessment record book</li> <li>• work schedules, organisational policies and duty statements.</li> </ul>                                                                                                                                                                                                                                                    |

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     | 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                | <p>Assessment for this unit must verify the practical application of the required skills and knowledge, using one or more of the following methods:</p> <ul style="list-style-type: none"> <li>• observation of processes and procedures</li> <li>• questioning of underpinning skills and knowledge.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Guidance information for assessment | <p>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.</p> <p>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.</p> <p>Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.</p> |

## 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.

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Information</b> may relate to: | <ul style="list-style-type: none"> <li>• client instructions</li> <li>• codes of practice, including the National Standards for Manual Handling and the Industry Safety Code</li> <li>• emergency procedures</li> <li>• material safety data sheets (MSDS)</li> <li>• operations manuals and job specifications</li> <li>• quality assurance procedures</li> <li>• manufacturer specifications</li> <li>• standards and certification requirements</li> <li>• supplier instructions</li> </ul> |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                   | <ul style="list-style-type: none"> <li>• workplace policies and procedures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Organisational requirements</b> may relate to: | <ul style="list-style-type: none"> <li>• access and equity policies, principles and practices</li> <li>• business and performance plans</li> <li>• client service standards</li> <li>• code of conduct and code of ethics</li> <li>• communication and reporting procedures</li> <li>• complaint and dispute-resolution procedures</li> <li>• emergency and evacuation procedures</li> <li>• employer and employee rights and responsibilities</li> <li>• information that must be recorded</li> <li>• OHS policies, procedures and programs</li> <li>• own role, responsibility and authority</li> <li>• privacy and confidentiality of information</li> <li>• procedures for checking personnel and vehicles</li> <li>• quality assurance and continuous improvement processes and standards</li> <li>• requirements for checking container seals</li> <li>• resource parameters and procedures</li> <li>• roles, functions and responsibilities of security personnel</li> <li>• statutory reporting</li> <li>• storage and disposal of information.</li> </ul> |
| <b>Legislative requirements</b> may relate to:    | <ul style="list-style-type: none"> <li>• Australian standards and certification requirements</li> <li>• licensing and permits for firearms</li> <li>• licensing requirements for handling and carrying particular classes of goods</li> <li>• relevant state and territory regulations and legislation covering:             <ul style="list-style-type: none"> <li>• firearms</li> <li>• OHS</li> <li>• privacy</li> <li>• surveillance.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>OHS requirements</b> may relate to:            | <ul style="list-style-type: none"> <li>• controlling and minimising risks</li> <li>• correct manual handling, including shifting, lifting and carrying</li> <li>• duty of care</li> <li>• emergency procedures</li> <li>• first aid</li> <li>• identifying, assessing and reporting risks and hazards</li> <li>• monitoring the work environment</li> <li>• non-conforming or suspicious consignments</li> <li>• safety of self and others</li> <li>• safe use and maintenance of security equipment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | <ul style="list-style-type: none"> <li>• site access and security</li> <li>• teamwork and back-up support</li> <li>• two-way radio</li> <li>• using PPE, such as: <ul style="list-style-type: none"> <li>• firearms</li> <li>• gloves</li> <li>• safety headwear and footwear.</li> </ul> </li> </ul>                                                                                                                  |
| <b>Recorded</b> receipt and delivery details may include: | <ul style="list-style-type: none"> <li>• consignment details</li> <li>• identification of carrier</li> <li>• identification of receiver</li> <li>• identification of vehicle.</li> </ul>                                                                                                                                                                                                                               |
| <b>Checks</b> of consignment may relate to:               | <ul style="list-style-type: none"> <li>• confirming that container seals are correctly applied</li> <li>• confirming that the audit trail is preserved</li> <li>• identifying loose goods</li> <li>• identifying signs of tampering</li> <li>• identifying potential fire hazards</li> <li>• identifying unsealed consignments</li> <li>• identifying suspicious consignments, such as unusual positioning.</li> </ul> |
| <b>Risks to consignment</b> may relate to:                | <ul style="list-style-type: none"> <li>• hazards</li> <li>• high-risk locations</li> <li>• loss through negligence</li> <li>• security of work site</li> <li>• theft</li> <li>• weather.</li> </ul>                                                                                                                                                                                                                    |
| <b>Reports:</b>                                           | <ul style="list-style-type: none"> <li>• may be: <ul style="list-style-type: none"> <li>• verbal</li> <li>• written</li> </ul> </li> <li>• may relate to: <ul style="list-style-type: none"> <li>• discrepancies in consignments</li> <li>• faulty equipment</li> <li>• incidents, emergencies and occurrences</li> <li>• operational outcomes</li> <li>• potential security risks and hazards.</li> </ul> </li> </ul> |
| <b>Relevant persons</b> may include:                      | <ul style="list-style-type: none"> <li>• authorities</li> <li>• clients</li> <li>• management</li> <li>• members of the public</li> <li>• police</li> <li>• private security personnel</li> </ul>                                                                                                                                                                                                                      |

|                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                            | <ul style="list-style-type: none"> <li>• public sector security personnel</li> <li>• security consultants</li> <li>• specialist or technical staff</li> <li>• supervisor</li> <li>• team members.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Communication channels</b> and processes may relate to: | <ul style="list-style-type: none"> <li>• direct line supervision paths</li> <li>• established communication protocols</li> <li>• lateral supervision paths</li> <li>• organisational communication networks</li> <li>• use of mobile and fixed telephones</li> <li>• use of two-way radio</li> <li>• verbal and non-verbal communication procedures, such as: <ul style="list-style-type: none"> <li>• call signs</li> <li>• coded messages</li> <li>• hand signals</li> <li>• phonetic alphabet</li> <li>• procedure words for radio telephone communication</li> <li>• use of abbreviations.</li> </ul> </li> </ul> |
| <b>Security equipment</b> may include:                     | <ul style="list-style-type: none"> <li>• access control systems</li> <li>• alarm systems</li> <li>• digital versatile discs (DVDs), video cassette recorders (VCRs) and webcams</li> <li>• earpiece</li> <li>• electronic equipment</li> <li>• mobile and fixed telephones</li> <li>• portable and mounted two-way radio</li> <li>• public address system</li> <li>• surveillance cameras.</li> </ul>                                                                                                                                                                                                                 |
| <b>Potential security risks</b> may include:               | <ul style="list-style-type: none"> <li>• consignment unsealed, in unusual position or displaying evidence of tampering</li> <li>• firearms handling</li> <li>• hazardous or dangerous goods and materials</li> <li>• inappropriate security maintenance requirements</li> <li>• inclement weather</li> <li>• loose goods</li> <li>• packages, goods, baggage or cargo left unattended or tampered with</li> <li>• persons carrying weapons</li> <li>• persons causing a public nuisance</li> <li>• persons behaving suspiciously</li> <li>• persons in emotional or physical distress</li> </ul>                      |

|                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | <ul style="list-style-type: none"> <li>• persons under the influence of intoxicating substances</li> <li>• persons with criminal intent</li> <li>• persons, vehicles and equipment in unsuitable locations</li> <li>• possible breakdown in security procedures</li> <li>• potential fire hazards</li> <li>• suspicious or unattended vehicles in areas not designated for parking</li> <li>• suspicious packages or substances</li> <li>• terrorism</li> <li>• uneven ground, steps or road surfaces</li> <li>• vehicular and pedestrian traffic</li> <li>• violence or physical threats.</li> </ul>                                                                                                                                                                                      |
| <b>Security procedures</b> may include:      | <ul style="list-style-type: none"> <li>• activating and de-activating security systems and devices, such as: <ul style="list-style-type: none"> <li>• access control systems</li> <li>• alarm systems</li> <li>• ATM vaults</li> <li>• digital versatile discs (DVDs), video cassette recorders (VCRs) and webcams</li> <li>• surveillance cameras</li> <li>• time-delay devices</li> <li>• two-key safes</li> </ul> </li> <li>• armed robbery response</li> <li>• checking authorisation of personnel and vehicles in secured area</li> <li>• security of consignment</li> <li>• protecting clients</li> <li>• security of buildings, pavement routes, exits, entrances, thoroughfares and vehicles</li> <li>• security of storage areas</li> <li>• vehicle accident response.</li> </ul> |
| <b>Interpersonal techniques</b> may involve: | <ul style="list-style-type: none"> <li>• active listening</li> <li>• being non-judgemental</li> <li>• being respectful and non-discriminatory</li> <li>• control of tone of voice</li> <li>• cultural awareness and sensitive use of language and concepts</li> <li>• demonstrating flexibility and willingness to negotiate</li> <li>• giving constructive feedback</li> <li>• providing sufficient time for questions and responses</li> <li>• using plain English</li> <li>• using positive body language</li> <li>• using questioning, reflection and summarising to clarify</li> </ul>                                                                                                                                                                                                |

|  |                |
|--|----------------|
|  | understanding. |
|--|----------------|

## Unit Sector(s)

**Competency field** Cash in transit

**Unit sector** Security

## Custom Content Section

Not applicable.