



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC4005A Facilitate workplace briefing and debriefing processes

Release: 1

CPPSEC4005A Facilitate workplace briefing and debriefing processes

Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to lead and manage a briefing or debriefing. It requires the ability to source and integrate information into a suitable format, use effective interpersonal skills to encourage positive contributions, follow up and action findings and prepare documentation.

This unit may form part of the licensing requirements for persons responsible for implementing briefing and debriefing processes in anticipation of and response to security risk incidents in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit This unit of competency has application in those work roles involving the conduct of briefing and debriefing processes in internal or external workplace environments. 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 Plan and prepare for briefing or debriefing.	1.1 Applicable provisions of legislative and organisational requirements relevant to briefing and debriefing procedures and processes are identified and complied with. 1.2 Briefing or debriefing is planned and prepared in accordance with organisational procedures. 1.3 Content and format is determined appropriate to the briefing or debriefing. 1.4 Location of briefing or debriefing is determined and confirmed in accordance with organisational procedures. 1.5 Relevant persons are notified of briefing or debriefing in accordance with organisational procedures.
2 Conduct briefing or debriefing.	2.1 Purpose and structure of the briefing or debriefing is outlined and discussed. 2.2 Effective interpersonal techniques are used to elicit and encourage contribution and discussion. 2.3 Briefings or debriefings are conducted in a systematic manner. 2.4 Briefings or debriefings are revised and modified as required to meet individual requirements. 2.5 Feedback techniques are used to ensure the needs of relevant persons are identified. 2.6 Limitations in conducting briefings or debriefings are identified and assistance is sought as required in accordance with organisational procedures.
3 Conclude briefing or debriefing.	3.1 Briefing or debriefing findings are summarised and presented to relevant persons for review and subsequent action in accordance with organisational procedures. 3.2 Presented information uses clear and concise language and meets organisational standards of style, format and accuracy. 3.3 Areas of concern related to the well-being of relevant persons are identified and appropriate action implemented in accordance with organisational procedures. 3.4 Follow up meetings with relevant persons are scheduled as required to review findings from briefing or debriefing. 3.5 Review of briefing or debriefing processes identifies areas for improvement and recommendations for future practice. 3.6 Documentation is completed and securely maintained with due regard to confidentiality requirements in accordance with organisational 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

- accurately document briefing and debriefing outcomes and maintain records
- calculate and estimate support requirements
- coaching and mentoring to provide support to colleagues
- communicate clearly in a group setting
- demonstrate ethical and professional behaviour
- evaluate and review briefings and debriefings
- facilitate group discussions and apply effective questioning techniques
- identify and comply with applicable legal and procedural requirements
- interpret and follow instructions and procedures
- manage group processes and monitor group dynamics
- observe and accurately record and report information
- operate business equipment and technology
- participate in review and debrief procedures
- plan own work priorities
- prepare a briefing and debriefing plan
- provide feedback and encourage contributions from group members
- record, report and process information
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- use active listening.

Required knowledge

- applicable legislative and other legal provisions
- briefing and debriefing techniques
- documentation, reporting and reviewing and debriefing processes
- observation and monitoring techniques
- principles of AS/NZS 4360: 2004 Risk management and related guidelines
- principles of effective communication including interpersonal techniques
- problem-solving methods and techniques
- reporting, documentation requirements and processes
- teamwork principles and strategies
- time management principles
- training methods and strategies

REQUIRED SKILLS AND KNOWLEDGE

- types of potential security risks.

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:

- evaluating and reflecting upon the effectiveness of the briefing and debriefing sessions and completing appropriate reports and documentation
- providing a safe environment to conduct the briefing and debriefing, and responding promptly to any identified risk or threat to personal safety of self and others
- selecting and using suitable interpersonal methods and strategies to facilitate effective discussion, and eliciting and encouraging team and individual contributions in a constructive and positive way
- structuring workplace briefing and debriefing sessions to incorporate suitable content and format to meet identified personnel and stress management requirements.

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

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,

Organisational requirements may relate to:

- 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.
- 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.

Briefings may be planned:

- at regular intervals
- prior to implementation of changes within the organisation or operational activities
- prior to undertaking operational activities
- prior to undertaking training
- prior to undertaking workplace projects and other work-related activities
- when significant changes are anticipated at an incident.

Debriefings may be planned:

- after a meeting or event
- after changes to the organisation or operational activities
- at a convenient time after the incident
- at regular intervals
- at shift change-overs
- immediately after an incident
- when incident personnel have been relieved

Planning and preparation may relate to:

- when personnel return to their home base.
- adequacy of initial briefing
- analysis of performance against aims and objectives
- analysis of planning
- analysis of reports and other documentation
- assessment of response strategies
- brief and debrief checklist
- communications
- control and command
- fatalities, injuries, loss, damage
- incident background
- incident response
- location and timing
- methodology
- notification of participating personnel
- purpose and subject matter
- resources committed to the incident
- strategies to improve response.

Content and format may be:

- collaborative
- descriptive or illustrative
- facilitator-led
- level of language used
- problem based.

Location may be determined:

- according to the timing of the brief and debrief which may be before, during or following an activity under non-operational or operational conditions
- encourages comfort, confidentiality and confidence
- must be accessible, non-threatening.

Relevant persons may include:

- human resource personnel
- industry and government agencies
- security personnel
- steering committees
- supervisor
- training personnel.

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.
- Feedback techniques may include:***
- comments from supervisors, personnel or clients
 - formal and informal performance appraisals
 - personal, reflective behaviour strategies
 - workplace assessment.
- Subsequent action may include:***
- changes to work schedules
 - disciplinary action
 - recommendation of professional development activities
 - reporting to other organisations or authorised personnel
 - review of organisational policies
 - review of procedures.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Security and risk management