



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC5002A Coordinate security operations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to coordinate and implement security operations. It requires the ability to acquire and allocate resources, monitor and adjust operational plans, and review and report operational performance. This work would be carried out under limited supervision within organisational guidelines.

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 a range of managerial roles in the security industry. Work is performed under minimal supervision and competency requires a high level of 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 <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 Confirm operational requirements.	1.1 Operational objectives are reviewed and confirmed as complying with client, organisational and legislative requirements. 1.2 Performance targets, security resource availability and operational constraints are assessed against operational plan. 1.3 Security resources are acquired and allocated in accordance with operational plan. 1.4 Communication skills are used to conduct team briefing to ensure information exchange and confirm roles, responsibilities and operational objectives.
2 Implement security operations.	2.1 Security operation is implemented in accordance with operational plan within designated timeframes and budget. 2.2 Operation is monitored to ensure quality and compliance with Occupational Health and Safety (OHS) and legislative requirements. 2.3 Deviations from operational plan are identified and remedial action implemented consistent with organisational procedures and budgetary constraints. 2.4 Communication systems and equipment are used to ensure an accurate and ongoing exchange of information.
3 Review and report security operations.	3.1 Security operations are reviewed and outcomes documented to inform future operations. 3.2 Reports addresses extent to which operational objectives were achieved and provides recommendations on changes to future operations. 3.3 Report is finalised in an appropriate format in accordance with organisational procedures and legislative requirements. 3.4 All records are maintained in accordance with legislative requirements with due regard to client confidentiality.

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

- access and use workplace information
- active listening
- adapt personal communication style to a variety of situations
- analyse and evaluate information and data
- coaching and mentoring to provide support to colleagues
- communicate in a clear and concise manner
- consultation
- effectively work with teams and individuals
- negotiation
- numeracy skills to calculate resources and costings
- phonetic alphabet
- planning
- reading to interpret complex information
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- solve problems to deal with complex and non routine difficulties
- use a range of security communications equipment
- writing to develop complex reports.

Required knowledge

- alternative approaches to improving resource usage and eliminating inefficiencies and waste
- applicable licensing and legislative compliance requirements for security operations
- application of the hierarchy of controls
- approved communication terminology and call signs
- available support agencies and the types of services offered
- difference between negative and positive language
- differences between written and spoken English
- how to read and use body language to gain confidence of others
- how to record information which may be used for legal purposes
- how to safeguard confidential information
- how to use business equipment to present information
- intervention points for expert advice
- legislative implications relating to use of guard dogs, apprehension or arrest of persons, use of firearms, use of restraints, handcuffs, batons and spray
- negotiation techniques
- organisational standards for the presentation and maintenance of written information
- power plays and how they are used in conflict situations
- tactical response measures

REQUIRED SKILLS AND KNOWLEDGE

- use of force guidelines
- ways of supporting individuals and teams experiencing difficulty in performing to the required standard.

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:

- planning and implementing a security operation within designated timeframes and budget ensuring availability of appropriate resources
- monitoring and adjusting operational performance as required
- using communication systems and equipment to ensure ongoing information exchange and maximise safety of operatives
- conducting a review of the operation and using the findings as the basis for recommendations to improve future operations
- preparing a report detailing operation outcomes and recommendations, ensuring all operational information and documentation is maintained with due regard to confidentiality.

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.

Organisational requirements may relate to:

- client service standards
- policies for ensuring privacy and confidentiality of information
- procedures for archiving electronic and hard-copy records
- procedures for recording, storing and destroying information
- standard of language, literacy and numeracy required
- use of organisational equipment and resources.

Legislative requirements may relate to:

- anti-discrimination and diversity
- Australian standards, codes of practice and regulations
- award and enterprise agreements
- duty of care
- evidence collection
- licensing arrangements and certification requirements

***Security resources
may include:***

- OHS issue resolution
- relevant commonwealth, state and territory OHS legislation, codes of practice and regulations
- roles and responsibilities of OHS representatives and committees
- trade practices
- use of force.
- budget
- buildings and facilities
- communications equipment (two-way radio, pager, telephone, mobile telephone, megaphone)
- information
- office equipment (computer, printer, fax, photocopier)
- people and operatives
- personal protective equipment
- power and energy
- property
- security equipment (electronic screening equipment, video cameras, monitors, alarms and signals, metal detectors, motion sensors, personal duress alarms, static alarms, batons, handcuffs, spray, firearms)
- technology
- vehicle.

***Operational plan may
include:***

- budgetary constraints
- contingency plans
- coordination, monitoring and improvement processes
- implementation procedures
- resource and equipment requirements
- responsibilities and chain of command
- tactical response strategies
- timetables, milestones and critical dates and times.

***Communication skills
may include:***

- active listening
- comprehension
- negotiation
- note-taking
- positive body language
- questioning
- reading accurately
- speaking clearly
- summarising
- writing.

Communication

- email

- systems and equipment may include:***
- meetings and discussions.
 - monitoring equipment
 - pagers
 - portable and mounted two-way radios
 - reports and documents (eg relating to handover, shifts, incidents, resources, assignment instructions, procedures etc)
 - screen equipment
 - telephones and mobile phones
 - use of established abbreviations
 - use of hand signals
 - use of phonetic alphabet
 - video cameras
- Format may relate to:***
- accuracy
 - common industry terminology
 - enclosures and attachments
 - length
 - sequence of coverage
 - style
 - use of abbreviations
 - use of appendices
 - use of plain English.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Security and risk management