



Australian Government

CSCSAS011 Monitor control room operations

Release: 2

CSCSAS011 Monitor control room operations

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCSAS304A Monitor control room operations.

- PC 1.2 and 2.3 wording revised

Application

This unit describes the skills required to conduct take-over security checks, monitor the safety of staff, coordinate responses to alarm signals and monitor security operations.

This unit applies to those working in detention centres, correctional centres and prisons where operational activities and responses to security situations are monitored from a control room. Working as part of a coordinated team is integral to the role.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to control room operations.

Those undertaking this unit work generally independently, drawing upon support from familiar resources.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Pre-requisite Unit

Not applicable

Competency Field

Safety and security

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1 Conduct take-over security checks

1.1 Check and clarify occurrences, shift change-over details and other relevant information.

1.2 Carry out control room and security equipment checks.

1.3 Identify and record potential risks, hazards and faults or defects.

1.4 Conduct radio checks with duty staff.

2 Monitor safety of staff

2.1 Monitor staff movements to ensure regular contact with control room is maintained.

2.2 Identify and respond to failures to communicate with control room.

2.3 Identify situations requiring back-up support and allocate resources to assist staff.

3 Coordinate responses to alarm signals

3.1 Interpret alarms and coordinate appropriate response.

3.2 Confirm the availability of response staff and dispatch responding officers according to the nature and urgency of alarms.

3.3 Provide responding officers with full, accurate and timely information to allow maximum effectiveness when attending the scene.

3.4 Monitor response officers' attendance at scene of alarm, determine the need for specialist response team and back-up resources, and deploy them according to the emergency.

4 Monitor security operations

4.1 Monitor compliance with standard operating procedures and check and notify relevant people of any variations.

4.2 Manage faults and inconsistencies.

4.3 Communicate with equipment operators and staff using

approved communication methods.

- 4.4 Complete all required documentation clearly, concisely and on time.
- 4.5 Pass on end of shift information to oncoming staff.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

Supersedes and is equivalent to CSCSAS304A monitor control room operations.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Assessment Requirements for CSCSAS011 Monitor control room operations

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

- Assessment Requirements revised
- Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- using a range of communication equipment and information sources accurately while under pressure
- maintaining accurate records and documentation

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisation's policies and procedures related to control room security requirements, security management and emergency response
- organisation's contingency plans
- emergency codes and alarms
- staff roles, responsibility and delegation in emergency situations
- work health and safety policies relevant to monitoring the safety and security of staff and responding to alarms
- specifications and procedures for use of specialist monitoring, communication and security equipment
- code of conduct
- duty of care

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training

Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

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