



Australian Government

CSCSAS031 Operate central monitoring station

Release: 1

CSCSAS031 Operate central monitoring station

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

This unit describes the skills and knowledge required to update monitoring centre information, communicate with team members, screen information, and respond to alarms.

This unit applies to those working in detention centres, correctional centres or prisons. The unit may also be demonstrated in a community-based alternative custodial environment, such as home detention. Variables will determine different applications of the standards depending on the nature and complexity of security requirements, security ratings and defined work role and responsibilities. The language used in this unit implies an institutional setting. Adaptation of the language will be necessary to reflect the practices of non-institutional settings and work sites.

An individual undertaking this role consistently works independently with occasional support required to perform routine tasks in a range of familiar contexts. The role requires communication and simple inferencing skills.

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 monitoring station operations.

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.

- | | |
|---|--|
| 1 Update monitoring centre information | 1.1 Check security information for accuracy and currency

1.2 Log incidents and their responses in accordance with instructions and procedures

1.3 Update information to the database as required |
| 2 Communicate with team members | 2.1 Provide clear, accurate and up-to-date security information to team members

2.2 Confirm staff authorisation to use the security system in accordance with organisational procedures

2.3 Identify and report changes to information systems for maintenance and response

2.4 Conduct debriefing sessions with alternative shift in accordance with assignment instructions and organisational procedures

2.5 Identify issues requiring resolution or attention and allocate priority and appropriate resources |
| 3 Screen information | 3.1 Verify authenticity of incoming callers in accordance with organisational procedures and authorisations

3.2 Request and verify passwords and codes in accordance with organisational procedures and authorisations

3.3 Check and verify changes to information and/or requirements in accordance with organisational procedures and instructions

3.4 Refer disputed verifications of callers and information to authorised personnel |
| 4 Respond to alarms | 4.1 Identify alarm signal accurately and immediately

4.2 Identify the priority of alarm signals and respond in accordance with organisational procedures and emergency response |

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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCSAS007 Operate central monitoring station.

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 CSCSAS031 Operate central monitoring station

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two occasions and include:

- observing and interpreting information
- communicating calmly and efficiently under pressure
- using equipment for the purpose and in the manner intended and authorised
- operating and checking routine activities and equipment for security factors.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- organisational policies and procedures related to the operation of a central monitoring system
- organisational records and information system
- location requirements, including procedures, protocols and chain of command
- incident recording and reporting
- debriefing procedures
- organisational policies and procedures related to the use of passwords and codes
- alarm signals.

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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