



Australian Government

Department of Education, Employment and Workplace Relations

CSCSAS204A Maintain security of the environment

Revision Number: 2

CSCSAS204A Maintain security of the environment

Modification History

CSCSAS204A Release 2: Layout adjusted. Minor changes to required knowledge.
CSCSAS204A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to monitor the environment and identify risk factors. This includes monitoring both the internal environment of a correctional, detention or other justice facility and the external community environment, with access to the public and specialist services.

Application of the Unit

This unit applies to all people working in detention centres, correctional centres or prisons, community corrections offices, justice administration offices and on work sites where detainees, prisoners or offenders are under statutory supervision. Candidates will not hold statutory responsibility and will be supervised in their work duties.

Licensing/Regulatory Information

Not applicable.

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 required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 **Maintain confident presence.**

- 1.1 Maintain a professional image during interactions according to procedures and code of conduct.
- 1.2 Respect the independence and personal dignity of all people.
- 1.3 Provide information and advice that is clear, accurate and appropriate for the audience and takes into account ***cultural and social differences***.

2 **Maintain operational safety.**

- 2.1 Continually review ***environmental factors*** to identify distinctive features and characteristics and note changes.
- 2.2 Check information about people and property and confirm from authorised sources.
- 2.3 Identify and analyse risk factors according to organisation procedures.
- 2.4 Maintain precautionary measures to preserve safety of people according to legal requirements and procedures.
- 2.5 Identify situations requiring assistance and request support promptly.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- using communication techniques in dealings with team members, members of the public, aggressive and uncooperative people, people from other cultures and people with low language and literacy levels
- using electronic communication equipment
- using security equipment and electronic monitoring systems
- using surveillance and observation techniques
- recording and documenting observations and security information.

Required knowledge:

- an awareness of all aspects of organisation's policies and procedures relevant to emergency response, use of restraint, incident management, chain of command, recording and reporting
- use of alarm systems and electronic monitoring equipment
- principles of effective communication and use of interpersonal techniques
- principles of cooperative teamwork
- principles of problem solving
- duty of care responsibilities and requirements.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

Assessment of this unit can be applied using a combination of training outcomes and performance in the workplace, with the principal evidence developed through performance in routine work functions in the workplace.

Evidence should be gathered over time and drawn from the range of routine and required work activities relevant to the performance criteria, the range statement and the organisational environment. Assessment of competence in this unit relies on demonstrated compliance with standard operating procedures and organisational policies.

Performance at this level will be under direct supervision.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit
- ability to maintain security of the environment in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

This unit contains knowledge which may be assessed off the job, for example, in a structured learning process, and performance outcomes which should be assessed ideally in the workplace in routine activities and in conjunction with other units with specific functional focus.

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when maintaining security of the environment, including coping with difficulties, irregularities and breakdowns in routine
- copies of legislation, policies, procedures and guidelines relating to security
- access to appropriate learning and assessment support when required.

Method of assessment

Evidence must include observation and information generated in the workplace as well as observation of

performance in routine work functions or, where this is not possible, in a simulated exercise to confirm the transferability of the competencies.

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues
- scenarios
- simulations or role plays.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

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 in the performance criteria is detailed below. Add any 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.

Cultural and social differences will include demonstration of:

- interacting with people from a different culture
- interacting with Aboriginal and Torres Strait people
- communicating with people who don't speak English or have limited use of English
- interacting with a range of people who vary in dress, manner, language and codes of behaviour
- interacting with people whose values and moral codes do not conform to standard values.

Environmental factors may include:

- varying times of day and night
- daily sequence of events
- different degrees of light, including low light and darkness
- crowds
- vehicles
- multiple sources of risk
- varying availability of resources and support.

Unit Sector(s)

Safety and security.

Competency field

Not applicable.