



Australian Government

Department of Education, Employment and Workplace Relations

TLIO1002A Follow security procedures when working with passengers and personnel

Release: 1

TLIO1002A Follow security procedures when working with passengers and personnel

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industry. It includes checking and maintaining the security of any passengers, workplace personnel and visitors; identifying and responding to any security threats or situations; and completing all required security records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable security regulations and the relevant sections of a transport organisation's workplace security program and procedures.

Work is performed under some supervision generally within a team environment. It involves the application of an organisation's workplace security program and procedures and regulatory requirements to ensure that appropriate security procedures are followed when carrying out work activities in the transport and logistics industry.

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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Maintain security of passengers, workplace personnel and visitors	1.1 Where applicable, security checks of passengers, workplace personnel and visitors are carried out in accordance with workplace security program and procedures and within limits of role and responsibilities 1.2 Precautions and measures aimed at protecting the security of passengers, workplace personnel and visitors are followed in accordance with workplace security procedures and applicable security regulations 1.3 Signs of suspicious behaviour of passengers or other personnel are recognised and reported promptly to designated personnel in accordance with workplace security procedures 1.4 Any breaches of security requirements for passengers, workplace personnel and visitors are reported promptly to designated personnel in accordance with workplace procedures
2 Identify a security threat or situation	2.1 Signs of security threats are recognised and investigated where applicable in accordance with workplace security procedures 2.2 Security threat or situation is promptly identified, assessed and reported in accordance with workplace security procedures 2.3 Implications of the security threat or situation are evaluated in accordance with workplace security procedures 2.4 Relevant personnel are alerted to the security threat or situation as required within workplace security 2.5 Communications are maintained with relevant personnel to determine appropriate course of action
3 Respond to a security threat or situation	3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan where relevant 3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care 3.3 Responsibilities are fulfilled in accordance with workplace security procedures and regulatory requirements 3.4 Assistance is provided in controlling the site both prior to and following arrival of security and/or emergency services 3.5 In the case of a security threat or emergency, assistance is provided to other staff and emergency services personnel conducting an initial survey of the scene 3.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions
4 Maintain security records	4.1 Records of security checks and precautions are kept as applicable in accordance with workplace security procedures 4.2 Reports of security incidents or threats are completed as

ELEMENT

PERFORMANCE CRITERIA

applicable in accordance with workplace security procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines
- Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies
- Relevant quarantine regulations and requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them
- Applicable measures for the securing of transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels
- Signs of pillaging and theft
- Signs of suspicious behaviour of passengers and other personnel
- Precautions and procedures aimed at protecting the security of passengers, workplace personnel and visitors
- Focus of operation of work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industries
- Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems
- Relevant documentation and reporting requirements
- Layout of worksite, vehicle, vessel, train or aircraft and operating procedures
- Procedures for operating any electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when following security procedures
- Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries
- Complete required documentation and reports related to security procedures

Required skills:

- Work collaboratively with others when following security procedures
- Identify and solve and/or report problems that arise when following security procedures
- Modify activities depending on differing workplace contexts, risk situations and environments
- Adapt to differences in equipment, facilities, cargo and passengers
- Apply procedures for security checks and precautions as per limits of role and responsibilities
- Recognise signs of pillage and theft
- Recognise signs of security threats and situations
- Promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures
- Follow security threat/incident response plan and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant communications and other equipment required when following security procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - identifying signs of a possible security threat
 - responding to a possible security threat
 - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,

EVIDENCE GUIDE

and/or

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

EVIDENCE GUIDE

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
 - through activities in an appropriately simulated environment, and/or
 - in an appropriate range of situations in the workplace

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.

Transport and logistics enterprises may involve:

- warehousing and distribution
- road transport
- rail transport
- aviation
- maritime
- freight forwarding and customs broking
- multimodal transport and logistics

Work may be conducted:

- in a range of work environments by day or night
- in large, medium or small transport terminals and storage facilities
- at international airports, domestic airports, regional airports and remote airfields
- on vehicles, trains, aircraft and vessels

Security procedures may be aimed at preventing or identifying:

- persons trespassing on security zones and restricted areas
- unauthorised airside access at security controlled airports and airfields
- carriage or storage of prohibited goods
- the carriage of improvised explosive devices
- smuggling of goods
- acts or threats of terrorism
- hijacking of a vehicle, train, aircraft or vessel
- extortion
- assault
- fraud
- vandalism and graffiti

RANGE STATEMENT

- Security measures may include:
- security guards at access points and gates to secured areas
 - locked doors, gates and fences
 - use of personal electronic access cards
 - recording of carrier and vehicle registration details at gates and checkpoints
 - bag check points
 - escorts for visitors in restricted areas
 - access control into and out of restricted security areas
 - use of ID cards
 - video surveillance equipment
 - X-ray screening of passengers, workplace personnel and visitors
 - explosives trace detection (ETD) screening of passengers, workplace personnel and visitors
 - screening of passengers, workplace personnel and visitors using hand-held and walk through magnetometers
- Communication in the work area may include:
- phone
 - radio
 - fax
 - email
 - electronic data transfer (EDI)
 - internet
 - oral, aural or signed communications
- Personal protection equipment may include:
- gloves
 - safety headwear and footwear
 - eye and ear protection
 - safety glasses
 - two-way radios
 - high visibility clothing
- Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
 - company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Information and documents may include:
- Australian transport security legislation and regulations
 - Australian and international codes of practice and regulations relevant to the secure transport of passengers
 - workplace security procedures and related policies and procedures
 - workplace standard operating procedures and policies
 - signs and instructions pertaining to security matters

RANGE STATEMENT

- Applicable legislation, regulations and codes may include:
- operations manuals, job specifications and induction documentation
 - manufacturers specifications for equipment
 - supplier and/or client instructions
 - Australian transport security legislation and regulations
 - Australian and international codes of practice and regulations relevant to the secure transport of passengers
 - export/import/quarantine regulations
 - relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security