



Australian Government

Department of Education, Employment and Workplace Relations

TLIO3010A Respond to cash-in-transit security incidents

Release: 1

TLIO3010A Respond to cash-in-transit security incidents

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to respond effectively to cash-in-transit security incidents, including identifying the nature of potential security threats, selecting the appropriate emergency actions to be applied, and reporting the incident. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic security principles, routine procedures and regulatory requirements to respond to cash-in-transit security incidents.

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 Identify the nature of potential security threats	1.1 Threats or potential threats are identified, assessed and categorised as possible, actual, or false alarms 1.2 Appropriate agencies and branches are alerted to potential security threat, with all relevant details and requests for supportive action being detailed
2 Select emergency actions to be applied	2.1 Range of emergency actions are identified and analysed 2.2 Security threat and appropriate emergency plans are matched 2.3 Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, safety of the security team, members of the public and the consignment 2.4 Emergency actions are modified consistent with changes within the emergency environment
3 Report incident	3.1 Reporting arrangements are completed according to enterprise procedures 3.2 Police or other emergency services are provided with reports as required

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Organisational policies and procedures
- Risks and hazards when providing revenue protection within a transport system and related precautions to control the risk
- Organisation's transport services
- Complementary transport services
- Fare structures
- Concessional privileges
- Timetables
- Typical problems that can occur when responding to cash-in-transit incidents and appropriate action that can be taken to prevent or solve them
- Customer service requirements

Required skills:

- Communicate effectively with others when responding to cash-in-transit incidents
- Read and interpret instructions, procedures and information relevant to cash-in-transit incidents
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to cash-in-transit incidents
- Operate electronic communication equipment to required protocol
- Calculate fares
- Work collaboratively with others when responding to cash-in-transit incidents
- Resolve conflict situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when responding to cash-in-transit incidents in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when responding to cash-in-transit incidents
- Deploy staff
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when responding to cash-in-transit incidents
- Monitor work activities in terms of planned schedule
- Manage stress
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate barriers
- Validate tickets
- Apply basic mechanical skills
- Adapt to differences in equipment in accordance with standard operating procedures

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.

EVIDENCE GUIDE

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
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

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, 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

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, 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.

Operations may be conducted:

- in a range of work environments and weather conditions

RANGE STATEMENT

Customers may be:	• by day or night • internal or external
Hazards may include:	• vehicular and pedestrian traffic • firearm handling • persons with felonious intent • uneven ground, steps, road surfaces • dust and vapours • hazardous or dangerous materials • humidity, air temperature
Consultative processes may involve:	• clients • private security personnel • public sector security personnel • police • security consultants • other employees and supervisors • management • other professional or technical staff
Incidents may include:	• actual or potential breaches of security arrangements
Contingency actions may be:	• as documented or adapted within scope of authority
Communication may include:	• mobile and fixed phones • radio • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Personal protective equipment may include:	• gloves • safety headwear and footwear • firearms • two-way radios
Information/documents may include:	• workplace procedures and policies • operations manuals and job specifications • relevant manufacturers specifications • competency standards and training materials • supplier and/or client instructions • material safety data sheets • codes of practice including the National Standards for Manual Handling and the Industry Safety Code

RANGE STATEMENT

Applicable regulations and legislation may include:

- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- licensing and permits for firearms and security occupations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- state/territory OH&S regulations and legislation, including manual handling regulations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

O - Security