



PROPERTY SERVICES TRAINING



## PRS98 Asset Security Training Package

Leading to

|                 |   |          |  |
|-----------------|---|----------|--|
| PRS20198        | Certificate II in Security (Guarding)                 | PRS20498 | Certificate II in Investigative services       |
| PRS30198        | Certificate III in Security (Guarding)                | PRS30598 | Certificate III in Investigative services      |
| PRS30298        | Certificate III in Security (Control room operations) | PRS40498 | Certificate IV in Investigative services       |
| PRS40198        | Certificate IV in Security (Control room operations)  |          |  |
| PRS10198        | Certificate I in Security (Sales support)             | PRS40598 | Certificate IV in Security (Risk management)   |
| PRS20298        | Certificate II in Security (Technical access)         | PRS50298 | Diploma in Security (Risk management)          |
| PRS30398        | Certificate III in Security (Technical access)        | PRS60198 | Advanced Diploma in Security (Risk management) |
| <b>PRS30602</b> | <b>Certificate III in Security (Firearms)</b>         |          |  |
| PRS40298        | Certificate IV in Security (Technical access)         |          |  |
| PRS20398        | Certificate II in Security (Access management)        |          |  |
| PRS30498        | Certificate III in Security (Access management)       |          |  |
| PRS50198        | Diploma in Security (Access management)               |          |  |

This volume is part of a two volume set

**Volume One** refers only to Guarding, Control room operations, Sales support, Technical access, Access management, Investigative services and Risk management

Volume Two refers to the endorsed components of PRS98 *Asset Security Training Package* Use of Firearms and Defensive Tactics Competency Standards.

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Published by: Australian Training Products Ltd  
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First Published: December, 2002

STOCKCODE: 7210001S

ISBN: 0 642 79921 0 (set)

*PRS98 Asset Security Training Package (2 Vol set) - Volume One*

Printed for Australian Training Products Ltd by Mercury Printeam, Melbourne, Australia

*AESharenet: P*  
Version 2.00  
13/12/2002

## IMPORTANT

Training packages are not static documents. Changes are made periodically to reflect the latest industry practices.

Before commencing any form of training or assessment, you must ensure delivery is from the *current version* of the Training Package.

To ensure you are complying with this requirement :

- Check the Print Version Number just below the copyright statement on the imprint pages of your current Training Package.
- Access the ATP website (<http://www.atpl.net.au>) and check the latest Print Number.
- In cases where the Print Version Number is later than yours, the Print Version Modification History in the Training Package sample on the ATP website will indicate the changes that have been made.

The Modification History is also available on the website of the developer of the Training Package: Property Services Training <http://www.pstrain.com.au>

The National Training Information Service (<http://www.ntis.gov.au>) also displays any changes in Units of Competency and the packaging of qualifications.

## MODIFICATION HISTORY – ENDORSED MATERIALS

Please refer to the National Training Information Service for the latest version of Units of Competency and Qualification information (<http://www.ntis.gov.au>).

**PRS98 Asset Security Training Package**

**Sheet: 1 of 1**

| Version | Date of Release | Authorisation: | Comments  |
|---------|-----------------|----------------|---|
| 1.00    | 4/12/2002       | NTFC           | Primary Release                                       |
| 2.00    | 13/12/2002      | NTQC           | Introduction of firearms and defensive tactics sector |
|         |                 |                |   |
|         |                 |                |   |
|         |                 |                |   |
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|         |                 |                |   |
|         |                 |                |   |

**Forms control:** All endorsed training packages will have a version number displayed on the imprint page of every volume constituting that training package. Every training package will display an up-to-date copy of this modification history form, to be placed immediately after the contents page of the first volume of the training package. Comments on changes will only show sufficient detail to enable a user to identify the nature and location of the change. Changes to training packages will generally be batched at quarterly intervals. This modification history form will be included within any displayed sample of that training package and will constitute all detail available to identify changes.



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# OVERVIEW

## TRAINING PACKAGES IN THE PROPERTY SERVICES INDUSTRY

### ❖ INTRODUCTION

Effective vocational training, backed by meaningful qualifications, is vital for Australia's prosperity. The new Australian Recognition Framework, including nationally agreed quality criteria, endorsed competency standards packaged and aligned to recognised qualifications and guidelines for assessment, provides a national framework in which Registered Training Organizations will operate.

Within the agreed framework, providers will be able to deliver training services which meet the immediate and future employment needs of their clients.

Registered Training Organizations (RTOs) using training packages face at least three challenges:

To provide a practical, cost-effective but high quality service  
To educate trainees to the performance (competency) standards expected in the workplace, and  
To move from a traditional focus on classroom delivery to one which integrates work experience and education in a variety of learning contexts, including the workplace.

### ❖ TRAINING PACKAGES IN THE PROPERTY SERVICES INDUSTRY

There are three training packages in the Property Services industry:

- **Asset Development and Management**, which covers all service areas dealing directly with the development, sale and management of property assets, particularly real property
- **Asset Maintenance**, which covers those areas that provide services relating to the physical maintenance of property assets (e.g. cleaning, waste and pest management services)
- **Security and Investigative Services**, which deals with the security and protection of persons and property assets.

### ❖ WHAT'S IN A TRAINING PACKAGE?

The material included in each training package has been developed by experienced people in the industry and is designed to help RTOs meet the challenges outlined above. Training packages provide advice on the scope and content of qualifications which are recognised by the industry and by Government agencies across Australia. Packages also provide information on how individuals will be able to achieve national recognition of their competency in the sector in which they are employed.

There are two parts to each package.

The first (or 'endorsable') part is nationally endorsed by Federal and State and Territory Ministers for Vocational Education and Training and by industry. This part provides information on

- the performance (competency) standards required for recognition of competency in given work areas in the industry
- an industry approach to assessment

- the content and scope of qualifications and their alignment to the Australian Qualifications Framework
- industry features which affect the way in which learning and recognition takes place within the new Australian Qualifications Framework, training organisations will be registered to deliver vocationally relevant services which meet the national industry competency standards, and lead to the award of nationally recognised qualifications.

The second (or 'non-endorsable') part of the training package is a 'tool box' of materials to support competency standards-based learning and assessment. This part of the package contains

- a career planner for candidates
- assessment instruments which will help the candidate gather evidence of competency
- professional development materials and guidance notes for trainers and assessors to help them use the packages
- a learning resource guide and directory
- information about traineeships in the Property Services industry
- copies of the endorsed national competency standards for workplace assessors and trainers
- learning materials to support skill development in particular areas, e.g. English-as-a-second language.

The endorsable component supports national industry recognition, quality training and portable vocational education and training qualifications that articulate with other parts of the training system.

The non-endorsed component supports training design, delivery, assessment and the recognition of competency.

As a whole, the package supports the development of vocationally relevant learning and assessment arrangements in schools, vocational and higher education and training providers and in the workplace. The full range of teaching and learning strategies should be able to be used in the delivery of the training package. These include learning through practical demonstration, seminars, lectures, workshops, projects, distance learning, computer-based and self-paced activities.

National training packages pay considerable attention to the assessment process. This is because the new system is designed to ensure that the attainment of qualifications is based on the demonstrated achievement of competency to the standard required in the workplace - and not just the achievement of criteria for completion of an agreed training course.

In combination, the two parts of the package will help RTOs plan assessment, customize services to individual client needs and make judgments about the quality of evidence presented by candidates seeking national recognition.

Information about the steps required for Training Organisations to be registered as providers can be obtained from State and Territory Training Authorities.

## Section One

# ASSESSMENT GUIDELINES

## 1. INTRODUCTION

Assessment guidelines form one of the three endorsed components of Training Packages. They describe the industry's preferred approach to assessment, consistent with the principles of the Australian Recognition Framework.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved against workplace standards of performance.

The Assessment Guidelines cover five broad areas :

- a description of the assessment system which operates in the industry
- assessor qualifications
- processes for designing assessment resources
- guidelines for conducting assessments
- sources of information on assessment

These guidelines have been developed to help trainees, trainers and employers get the best possible result from their involvement in standards-based education and training. The guidelines have been developed by people experienced in the industry and will be of particular interest to registered training/assessment organizations, and State and Territory Recognition Authorities involved in planning or evaluating vocational education and training programs.

The aim of the Assessment Guidelines is to outline the industry's approach to assessment leading to the recognition of competency required for employment. The approach outlined in these guidelines underscores the high level of community trust and responsibility placed in companies and their employees and the industry's concern to ensure that this trust is not breached.

### 1.1 Qualifications

A qualification under the new framework will be substantially different from those currently issued. The main difference is that the new credential emphasises the individual's ability to transfer and apply knowledge and skill under workplace conditions, rather than simply testifying the achievement of course requirements.

These assessment guidelines cover the following key areas:

- **Guarding:** mobile and static guards and patrols, crowd control, VIP security (bodyguards), and control room monitoring. This sector of the industry is concerned with the use of skilled personnel to prevent and/or detect unlawful activities which could lead to loss involving property. It is also concerned with the protection of individuals from bodily harm.

- **Access security** is equally concerned with security protection and loss prevention, but uses security equipment and systems, rather than people, to prevent or minimise loss and damage.
- **Investigative services.** There is an historical association between security protection and private investigation. This area is functionally different from other sectors of the security protection industry in that it is primarily concerned with the acquisition and application of personal information to prevent or minimise loss.

This information may be used by a client in a variety of ways, including the immediate safeguarding and protection of persons or property.

- **Security analysis or risk assessment.** Security analysis involves the systematic application of management policies, procedures and practices to identify, analyse, treat, communicate and monitor security risks.
- **Security business management** is concerned with administrative and management functions associated with the provision of security services and equipment.

The standards and their packaging and alignment to the AQF address the specific needs of key occupational groups in the security services industry

- security guards
- Crowd controllers
- Bodyguards
- Private investigators
- Security technicians
- Security monitors and controllers
- Security analysts
- Business principals and managers
- Security consultants

## 2. STANDARDS AS BENCHMARKS FOR ASSESSMENT

Credentials issued as a result of assessment against standards in the Security and Investigative Services national training packages (either as Statements of Attainment against individual units, or as qualifications involving packages of units aligned to a qualification level) will carry credit in other, relevant, qualifications located in the AQF.

The unit of competency is therefore an important building block in the qualifications structure.

Competency is the application of knowledge and skill to achieve the standard of performance required in the workplace. Each unit of competency has been designed to help assessors and candidates for assessment collect evidence which demonstrates competency in relation to a work function performed in the industry. Information on criteria to address in planning and doing assessments can be found in various parts of each unit of competency in the standard. For example

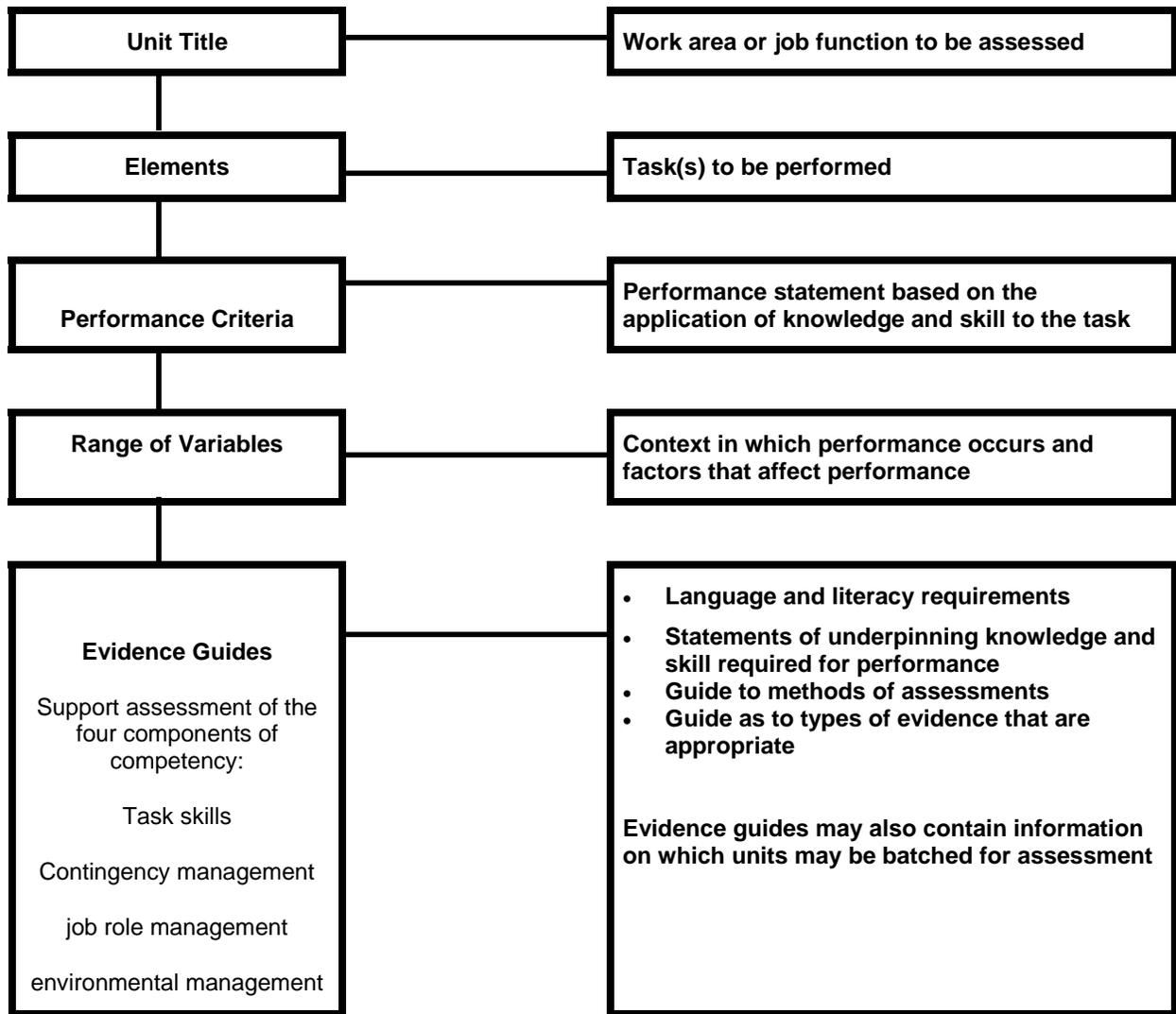


Figure 1: Structure of a unit of competency.

When planning assessments, each of the components of the unit need to be taken into account. In some cases, it may be more cost effective to assess against a group of units, in which case the units may be batched for assessment.

Irrespective of how the assessment is managed, it remains the responsibility of the Registered Training Organisation to ensure that the industry standard of competency is demonstrated.

### **3. ROLE OF REGISTERED TRAINING ORGANISATIONS**

Assessment for national recognition must be undertaken by, or auspiced through, a Registered Training Organisation (RTO). RTOs have responsibility for assessments, including the recording and reporting of assessment outcomes, appeals and the issuing of qualifications and statements of attainment.

The Registration of training organisations is bound by principles of Mutual Recognition agreed by State and Territory Recognition authorities in the context of the Australian Recognition Framework. Further details of the principles, processes and protocols which guide the Registration of Training Organisations is available through State and Territory Recognition Authorities and through ANTA.

The scope of the registration of the training organisation identifies recognition for particular products and services delivered in specific areas of operation. RTOs can

- deliver training, assess and issue nationally recognised qualifications and statements of attainment
- Provide assessment only services and issue nationally recognised qualifications and Statements of Attainment.

Registration is for a period of up to five years. Registration and re-registration depends on establishing compliance with relevant standards, measured by States and Territories.

## 4. ASSESSMENT PATHWAYS

People develop competency in different ways. Some will develop their competency on-the-job. Others will develop it in a classroom or in a combination of classroom-based and experiential learning.

No matter how the learning occurs, competency standards based training must be assessed against an endorsed competency standard included in the Australian Recognition Framework for a qualification to be issued.

The model adopted by the Security and Investigative Services Industry provides for assessment against each element of competency in the unit standard, but recognition of competence can only be awarded against whole units of competency.

By assessing against the standard, rather than against knowledge or learning outcomes in a course, competency developed inside as well as outside the formal learning system can be assessed and recognised by way of a qualification located in the part of the Australian Recognition Framework that applies to this industry.

This doesn't mean that formal, structured learning isn't important. It simply recognises that knowledge and skills can be developed and applied in a variety of ways - not all of which rely on participation in formal education. However, irrespective of the way in which the knowledge and skills are acquired and developed, the outcome of the assessment process should be consistent, reliable and valid.

Recognition of competency developed through structured education and training programs may require assessment of evidence produced through various combinations of learning activities. Some of these activities may require structured on-the-job learning. Some may involve structured off-the-job learning. Some may involve combinations of structured on and off-the-job learning.

It may also be possible to combine recognition of prior learning with the recognition of current competency and 'gap train' to develop skills in areas regarded as needing further work.

Irrespective of how the competency was acquired or developed, assessment against standards leads to recognition in the AQF, based on the assessor's evaluation of evidence provided by the candidate.

When these guidelines are applied in approved training schemes, such as traineeships, candidates for recognition may apply for a reduction in the term of their indenture, based on the achievement of designated units of competency in the training scheme.

### 4.1 New Apprenticeships/Traineeships

All qualifications in this package are able to support New Apprenticeships. New Apprenticeships include all forms of traineeships. Traineeships have a number of features

- a training agreement which links an industrial award or agreement, signed by the employer and the person in training
- They are employment based
- The training component is undertaken by a Registered Training Organisation (public or private)
- They result in the attainment of a qualification in the AQF

- They require attendance at training delivered by an RTO, and attendance at work

## 4.2 VET in Schools

New traineeships can be offered to students still at school. A key feature of the VET in schools program is the recognition of all achievement, both general and vocational, on the senior secondary certificate or supporting documentation. In some cases, the training under the contract of training may result in a qualification while at school. In other cases, the qualification will not be completed until after the schooling has been completed.

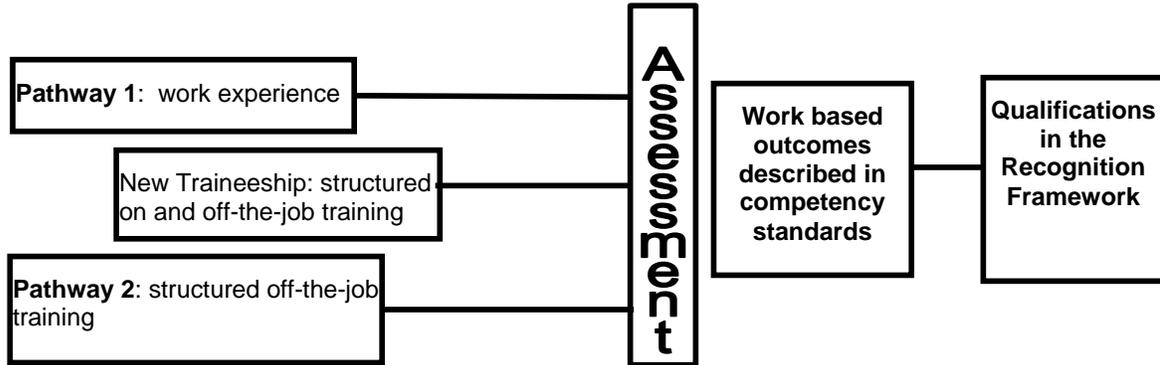


Figure 2: Industry recognition pathways and their relationship to traineeships

## 4.3 Recognition of competence

Irrespective of the pathway chosen, the recognition of competency may be by way of a Statement of Attainment awarded against an individual unit of competency, or by way of a qualification, such as a Certificate, Diploma or Advanced Diploma, if packages of units are involved.

The industry's preferred model of assessment includes the opportunity for candidates to work through a process of self evaluation of performance. This self-evaluation may be undertaken in liaison with supervisors, peers and/or mentors in the workplace as part of the preparation for formal assessment of competency.

## 5. ASSESSOR QUALIFICATIONS

Registered Training Organisations have responsibility for ensuring the competency of people employed to deliver training and assessment services in relation to endorsed training packages.

*“Assessments against competencies in the Training Package will be carried out in accordance with these endorsed guidelines. The guidelines include the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not be held by any one person”. ANTA Guidelines, March 1998.*

The industry recognizes that assessors perform the following role in relation to the assessment and recognition of competency

- ensure that candidates are prepared for assessment against endorsed competency standards
- Provide copies of assessment instruments to candidates wishing to undergo formal assessment
- Verify evidence of competency
- Liaise and work with various industry parties to explain the assessment process
- Record and report accurately the outcomes of the assessment event.

Under the new arrangements being implemented by State Recognition Authorities, training and assessment service organizations wishing to issue national qualifications based on endorsed training packages will need to

- be registered under guidelines established by State Recognition Authorities. In some states they may also need to be registered with the relevant regulatory agency which administers the security licensing system in that State/Territory
- Maintain certification processes and keep auditable records of assessment outcomes
- Provide students and other relevant parties with records of assessment outcomes
- Provide candidates with qualifications reflecting demonstrated competency

Given the nature of the industry and the speed with which existing training arrangements are undergoing change, a number of partnership arrangements with smaller providers, consulting firms, employers or equipment manufacturers/suppliers may be negotiated.

It should be noted, however, that the Registered Training Organization issuing the qualification remains the peak agency responsible and accountable to VET Ministries for the legality and quality of these arrangements.

The use of these partnership arrangements means that assessments, while remaining the responsibility of the Registered Training Organisation, may be undertaken by a range of individuals with varying levels of skills - and various qualifications. Individuals wishing to act as assessors with a view to issuing a credential will need to be linked to a Registered Training Organisation. It is the responsibility of that organisation to ensure that assessors are competent to perform this function.

Whatever arrangements are put in place, people performing the assessment function must be able to conduct assessments that produce quality outcomes – against the endorsed standards!

The following guidelines outline the minimum requirements of the industry for quality assurance in assessment services.

## 5.1 Assessor qualifications

The quality assurance framework agreed by the Ministers for Vocational Education and Training provides the basis for agreement on qualifications to be held by assessors.

The industry recommends that

- assessors undertaking assessments on behalf of a Registered Training Organisation be required to produce evidence of their experience and competence in the field in which they are assessing
- Assessors be deemed competent against relevant units in the national industry standards and
- Assessors conducting assessments are able to be formally recognised as workplace assessors against the endorsed national Workplace Assessor standards.

Between the persons conducting assessments against the Asset Maintenance Training Package they must hold the following competencies for assessors contained in the Training Package for Assessment and Workplace Training:

- BSZ401A Plan Assessment
- BSZ402A Conduct Assessment, and
- BSZ403A Review Assessment

Which are deemed equivalent to the units:

- Conduct Assessment in Accordance with an Established Assessment Procedure
- Extension Unit: Plan and Review Assessment

From the former and Workplace Trainer competency standards endorsed by the National Training Board, but now superseded by the Training Package for Assessment and Workplace Training.

To meet ARF requirements, qualified Assessors should complete a professional development course in the use of the training package, including interpretation of the standards for assessment purposes.

It is generally recommended that assessors be current members of one of the several recognised peak security industry associations whose members are able to elect office bearers and whose membership rules include peer assessment and adherence to a code of ethics. In NSW, however, this is a formal requirement under licensing statutes.

## 5.2 Assessment panels

As an interim measure, the industry recommends the use of assessment panels. Such panels could be made up of a competent workplace assessor (who may not be competent in either individual units or against the security standard being used for assessment) and a competent operator (who is recognised as competent against the unit/standards being used for assessment but is not a recognised, competent assessor).

People on these panels should, in combination, be able to provide the full range of knowledge, skill and experience to deliver a reliable and valid assessment.

People who have been directly involved in the training of the candidate may be placed in a position of conflict of interest when assessing the competency of their students. The industry recommends therefore that the **function** of formal assessment be separated from the function of coaching or training.

Where feasible, an experienced person should be assigned as a mentor to assist candidates in the collection and preparation of evidence required for presentation during formal assessments.

## 6. GUIDELINES FOR DESIGNING ASSESSMENT RESOURCES

Assessment resources serve three functions

- they provide guidance to the assessor in structuring assessments
- They double as a self-paced learning package to help pro-active learning
- They guide the learning process and assist in the collection of evidence to demonstrate competency.

The non-endorsable components of this training package include assessment instruments and guides for trainers and assessors to use in planning and undertaking assessment. These instruments and guides have been developed and validated across Australia with the close cooperation of industry. The methodologies used to develop these resources provide a model for others wishing to develop their own resources.

Assessors wishing to develop and use their own resources need to ensure that the instruments

- are based on a correct interpretation of the standards, including performance criteria and evidence guides
- utilise evidence gathering methods that are gender and culturally inclusive and take into account language, literacy and numeracy skills
- are realistic, cost effective and that assessments can be undertaken safely and without damage to the environment
- utilise, insofar as is possible, resources available in the workplace which relate to the job or function described in the standard. For example, resources may include access to enterprise policies, procedures and manufacturer's instructions in the use, cleaning and storage of equipment.

RTOs and Assessors may wish to develop their own assessment resources, and use these in services that result in a qualification accepted in the Security and Investigative Services industry. The following information is provided as Guidance for those selecting this option

### ⇒ **The direct involvement of industry and enterprise end-users in the development process.**

Parties involved in the development of the non-endorsed component of this package, including assessment instruments, included

- recognised peak industry associations
- regulatory agencies (if relevant to the units being customised)
- employing enterprises (small, medium and large)
- trainees /employees
- a nominee of the relevant PSTA Industry Training Advisory Committee

The people involved in the process are in a position to advise RTOs on appropriate methodologies and assessment strategies appropriate to the workplace.

### ⇒ **Validation of assessment materials.**

All assessment instruments should be validated. This validation should include input from Industry and enterprise end-users likely to be affected by the assessment instruments.

Validation trials should ensure that the material is reliable and able to produce valid and consistent outcomes consistent with the outcomes described in the standards. Validations, should, where possible involve work-place based trails.

⇒ **An agreed process of review to ensure the valid and reliable use of the assessment resources.**

This may include assessment audits or other forms of appraisal designed to evaluate the consistency of assessment outcomes achieved through the use of the instruments.

## 7. GUIDELINES FOR CONDUCTING ASSESSMENTS

The following principles provide a guide to conducting assessments in the sectors covered by this package

- Registered Training Organisations (RTOs) are responsible for the quality of assessment and certification of assessment outcomes. RTOs should ensure that procedures are equitable, assessable, transparent and deliver consistency.
- Assessment and recognition procedures should be valid and reliable.
- English language should only be assessed where it is required for occupational, education and training, public health or safety reasons. Where fluency in the use of English as a language is assessed for employment purposes, assessment should be in terms of functional literacy.
- Applicants should be informed of all requirements and processes relating to assessment and recognition – in advance of the assessment event.
- On completion of assessment or recognition procedures, applicants should be provided with an objective statement. Preferably in writing, explaining the result.
- Opportunities for appeal or review of assessment should be a condition of registration of providers.
- Information on appeals processes should be provided by an RTO to its client(s) and be explained and understood by the client before assessments are undertaken.

Assessment can be undertaken in a variety of ways, for example

- against learning outcomes – formative assessment. This type of assessment is usually supervised by an experienced/competent trainer/assessor and is directly related to a structured course of study. Further on-the-job assessment may be required before competency is recognised. Where assessment on-the-job is not possible, perhaps because the functions described in the standards are not a normal part of the individual's current job, arrangements for job rotation or simulated learning may be required.
- Against competency standards – summative assessment. This type of assessment is undertaken on completion of a structured course which includes work experience. The assessment is conducted by a person who has not been directly involved in the learning process. The assessment integrates assessment against learning outcomes with assessment of performance against endorsed standards.
- In the workplace alone, assessment may be undertaken against competency standards as part of ongoing assessment or self-paced assessment.

It may be that not all assessment will involve observation of performance. In some cases, competency may be able to be inferred from evidence derived from current or past work experience. In other cases, the competencies required may be beyond those that can be routinely demonstrated within an individual's job, and flexible assessment opportunities such as job rotation may be required.

## 7.1 Planning assessments

A key feature of the new system is the need to balance quality and quantity of training and assessment.

### Quantity

The quantity of training required for a candidate to achieve an outcome at either the unit or qualification level is addressed through the preliminary evaluation of a candidate's current competency.

This evaluation may be undertaken by the candidate, or the candidate in association with a supervisor or work-place mentor. It does not constitute a formal assessment or performance appraisal, but rather is used to identify existing knowledge and skill levels in relation to the candidate's job function and current or future career path.

The information derived from self-assessment is useful insofar as it allows an accurate, relevant and reliable training and assessment plan to be negotiated with the employer and RTO.

Having agreed on the candidate's level of current competency against the relevant industry unit standards, an individual education and training plan may be negotiated and implemented.

### Quality

Assessment serves a second, important purpose in the model adopted by the industry. It allows quality (i.e. relevance to the end-user) of training outcomes to be evaluated. This is achieved by correlating time, effort and resources required for training and assessment with evidence of performance outcomes.

By linking assessment directly to outcomes described in standards, people affected by the process have an opportunity to evaluate the quality of training services provided against accepted criteria for evaluating performance on the job.

The process brings training, assessment and recognition into line with relevant individual, industry and enterprise performance needs.

#### 7.1.1. Selection of units (career planning)

The model adopted by the industry avoids the use of co and pre-requisite groupings of units.

The selection of units for assessment and the sequencing of training and assessments, especially where these form part of a formal course of study, are matters which need to be carefully negotiated with the RTO at an enterprise level. In this case, assessors need to take the industry packaging advice in the Qualifications section of these guidelines into account.

Units defined as 'core' units provide common ground across the industry for training, assessment and recognition activities. Elective units take into account individual or enterprise variations and requirements and provide for flexibility in course design, delivery, and assessment.

Various combinations of core and elective units may be required depending on the particular occupational or service niche occupied by the candidate. Information on these aspects of

the industry is provided in the standards and in career planning resources in the training package.

### **7.1.2 Assessment of underpinning knowledge and skill**

In the context of occupational competence, knowledge, understanding and associated cognitive skills are part of performance, not something apart from it. While evidence of knowledge and understanding can be collected or inferred from formal written or oral tests, these are not the only ways of generating such evidence. Nor are they necessarily the most appropriate ways of checking the acquisition of knowledge and skill.

Knowledge is about understanding what should be done, how and perhaps where and when it should be done – and what should be done if circumstances change. Evidence of knowledge and understanding may be drawn from performance, for example through

- observing an activity
- Examining products and outcomes of activity
- Reviewing third party testimony
- Looking at written or visual records
- Questioning candidates in relation to specific tasks and more broadly about principles or consequences of various actions.

Sensible approaches to assessment are likely to use a balance of performance and knowledge evidence in arriving at a decision about an individual's current competence.

How this evidence is collected and assessed will need to be sufficiently cost-effective to fit within agreed funding formulas, but sufficiently rigorous to ensure that assessment records are valid, reliable and have currency in the (whole) education system.

### **7.1.3. Frequency of Assessments**

Formal assessment of competency should occur when the candidate is fully ready for such assessment. Reaching a decision on readiness and frequency of assessment is a matter for negotiation between the candidate, the RTO, employer and other relevant parties to the training and assessment contract.

Some parties might agree on a form of continuous on-the-job performance appraisal culminating in regularly sequenced assessments against groups of units; others may prefer assessments against individual units at pre-agreed times; others may wish to consider variations on this approach.

### **7.1.4. Evidence of competency**

The system devised by the industry provides a series of signposts to help in the collection of evidence for assessment purposes. Assessment record books enable the recording of assessments and assessment outcomes. The record books - and associated portfolios of information - will provide evidence of competency to support a candidate's claim for recognition by way of either a Statement of Attainment, or a qualification at a given level of the AQF.

The industry has not considered a formal skills passport and will, for the foreseeable future, rely on assessment record books and credentials issued by RTO's as evidence of competency.

## 7.2 Factors to consider in planning Assessments

- Within a **structured program** of training, e.g. New Traineeships the options available to trainees undertaking assessments as part of a New Traineeship may be defined by the contract of employment/learning
- **Career path options** for further acquisition of industry recognised qualification may be restricted by Regulations administered by a second Government Agency. In most jurisdictions licensing or regulatory arrangements which restrict entry to employment are under review. The extent to which Regulations impact on entry-level training may vary between States. Assessors should consider local as well as national requirements when assessing underpinning knowledge.
- Extent of **integration of on and off the job training and the quality of curricula**. Some providers continue to offer curriculum based courses which focus on off-the-job training. In this case, special arrangements will need to be negotiated to ensure an integration of off-the-job learning and relevant work experience in order to provide a relevant and accurate assessment of competency.
- The use of **simulated work environments** is acceptable. However, such environments should replicate to the greatest extent possible the variety of factors which affect performance. Assessment of competency in simulated work environments should ensure that the four components of competency, including the ability to deal with contingencies and to transfer competence from one work environment to another, is addressed.
- **Quality and the extent of supervision required**. Poor or inconsistent supervision in the workplace may have an adverse effect on performance. Planning of assessments needs to ensure that relevant quality auditing and supervision support is guaranteed in advance of assessments being done. Where necessary, external support services and monitoring may need to be arranged.
- **Mechanisms for resolving disputes** in relation to the employment/training/assessment contract need to be clearly discussed and agreed with all relevant parties as part of the planning process. The assessment process provides an opportunity for the effectiveness of training/assessment to be evaluated. This opportunity should be considered as part of the planning and evaluation process.

### 7.2.1. Work-based assessment of trainees who are not employees

The trainee-as-student refers to the situation where a full-time or part-time student is undertaking vocational placement as an integral part of their learning program. In this situation, issues which need to be addressed include

- evidence that persons with whom the trainee is placed hold the required masters/occupational licences
- length of work placement
- existence of a structured training plan which integrates the work placement with the student's study program
- formal statement of the student and employer expectations of outcomes from the work placement.
- insurance and protection of the learner while on work placement
- feedback on the value of the placement in relation to the expectations of the parties who negotiated the placement.

- In licensed areas, the principal employer may need to hold an appropriate licence and be directly involved in the supervision and assessment of the candidate

### **7.2.2. Work-based assessment of trainees who are employees of Group Training Companies.**

Trainees employed by Group Training Companies undertake paid work as part of their overall course of study. Issues which need to be addressed in planning assessments include

- evidence that persons with whom the trainee is placed hold the required masters/occupational licences
- length of work placement
- existence of a structured training plan which integrates the work placement with the student's study program
- formal statement of the student and employer expectations of outcomes from the work placement.
- insurance and protection of the learner while on work placement
- feedback on the value of the placement in relation to the expectations of the parties who negotiated the placement
- In licensed areas, the principal employer may need to hold an appropriate licence and be directly involved in the supervision and assessment of the candidate

### **7.2.3. Industry Regulation**

People employed in providing services described in these standards are exposed to levels of risk which can be minimized through training and protective strategies. Training in all areas of the Security and Investigative Services industry is mandated by law - including in the area of occupational health and safety.

However, Regulation of various areas in the industry occurs in a variety of ways, including by way of business and occupational licensing. These licences and the prescribed training that goes with them may vary from State to State. Mutual Recognition does not apply in the area of licensing of Firearms use.

Peak industry associations, including the Australian Security Industry Association Ltd (ASIAL), the American Society for Industrial Security (ASIS) and the Liquor, Hospitality and Miscellaneous Workers Union (LHMU) have introduced elements of self-regulation and quality assurance to the industry.

In 1997, the Police Commissioners Forum agreed in principle to develop a national licensing system for the industry based on endorsed national competency standards. As a result several states are reviewing their licensing and associated training arrangements.

Course providers should check with either their local regulatory agency or with the national ITAB to ensure that customized training delivers a national outcome consistent with

- regulatory arrangements which currently apply in the state/territory in which the training is delivered, and
- licensing requirements in other States/Territories
- age restrictions in relation to the performance of prescribed functions

Other factors which are equally important for consideration in planning and conducting assessments are

- non-traditional working hours
- work is generally performed on a client's premises
- the traditional training infrastructure is being replaced with one which will support skill development and national recognition
- there is a learning culture at work in the industry, involving the direct transfer of custom and practice between peers working in teams
- the industry is largely made up of small enterprises, although the service market is driven by global enterprises
- overall organisation and leadership in the industry stems from large enterprises and peak industry associations
- the industry is essentially a service industry with a strong emphasis on customer relations
- there is an increasing reliance on information and surveillance technologies.

## 8. SOURCES OF INFORMATION ON ASSESSMENT

This section provides a list of resources and organisations relevant to assessors in both institutional and workplace contexts

The resource list includes both general assessment and industry specific assessment resources

### 8.1 General assessment Reference texts

*Updated Guidelines for Training package Developers.* ANTA. March 1998.

*Case Studies of Action Learning Groups Vol 3 & 4* (Flexible Delivery National Staff Development Committee). National Staff Development Committee. ANTA. Melbourne. 1996.

*A Guide to Mentoring: A Guide to Support the Work Based Learning in Action Scheme.* National Staff Development Committee. ANTA. Melbourne. 1996.

*Assessment: Technical Manual.* Dept of Employment, Education and Training > AGPS. Canberra. 1994

*Assessment: System Design.* Dept of Employment, Education and Training > AGPS. Canberra. 1994

Assessors and Workplace Trainers. *Assessors Competency Standards.* 1998

Black. H. *Sufficiency of Evidence, in Competency and Assessment Issue 20, pp3-10.* Standards Methodology Branch. Employment Department. U.K. 1993.

Courtney, M. Mawer, G. *Integrating English, Literacy and Numeracy into Vocational Education and Training: A framework.* Dept of Employment, Education, Training and Youth Affairs.

Fletcher, S. *NVQs Standards and Competence: a practical guide for employers, managers and trainers* (Kogan Page). London. 1991.

Fletcher, S. *Competence-based assessment techniques.* (Kogan Page) London U.K. 1992.

## 8.2 Practical Resources

The following resources have been developed by Property Services Training Australia (Property Services Industry Training Advisory Body) in association with peak industry Associations and leading enterprises.

### **Guide to Training in the following industry sectors**

- Asset Development and Management
- Asset Maintenance
- Security and Investigative Services

### **Guide to Assessment in the following industry sectors**

- Asset Development and Management
- Asset Maintenance
- Security and Investigative Services

### **Career planning in**

- Asset Development and Management
- Asset Maintenance
- Security and Investigative Services

### **Assessment instruments developed against the following standards**

- Real Estate Agency
- Property Development and Management
- Pest Management
- Contract Cleaning Services
- Security (Guards)
- Security Control Room Operations
- Access Security
- Security Management
- Investigative Services
- Security Risk Management.

### **Assessment Record books for**

- Real Estate Agency
- Property Development and Management
- Pest Management
- Contract Cleaning Services
- Security (Guards)
- Security Control room Operations
- Access Security
- Security Risk Management
- Investigative Services
- Security Risk Management.

### **Professional Development Materials**

Resource kit for assessors using the standards for training/assessment purposes across the Property Services industry

### 8.3. Sources of Information and Assistance

Information and advice on assessment against the standards in this package, or in the use of materials described in 8.2 may be obtained through

Property Services Training Australia  
Suite 8 Southern Cross House  
9 McKay Street  
**TURNER ACT 2612**

Ph: 02 6257 8800  
Fax: 02 6257 8801  
e-mail: [Psta@dynamite.com.au](mailto:Psta@dynamite.com.au)

Or,

Property Services Training Company  
Suite 2B Ground floor  
187 Thomas Street  
**HAYMARKET NSW 2000**

Ph: 02 9212 1355  
Fax: 02 9212 1296

#### Regulations affecting Security VET

Advice on licensing arrangements affecting the Security sectors in this package may be obtained from the following national industry association contacts:

#### Security (General) Services

Australian Security Institute of Australia Ltd (ASIAL)  
PO Box 1338  
**CROWS NEST NSW 2065**

Ph: 02 9906 4780  
Fax: 02 9906 4202

#### Risk Management

American Society of Industrial Security International, NSW Chapter (ASIS)  
PO Box 211  
**NORTH RYDE NSW 2113**

Ph: 02 9214 7973  
Fax: 02 9888 6610

#### Private Agent/Investigative Services

Institute of Mercantile Agents  
PO Box 249  
**NEWCASTLE NSW 2300**

Ph: 02 4929 2711  
Fax: 02 4929 1398

Or,

Commissioners of Police in each State and Territory

## Section 2

# QUALIFICATIONS

## 1. INTRODUCTION

Competency standards included in the endorsed component of this training package have been aligned to the Australian Qualifications Framework (AQF). The framework, which is outlined below, comprises 12 qualifications issued by three educational sectors.

Qualifications which can be attained through **the Security and Investigative Services training package** are indicated in the shaded areas of the following table.

| Schools  | Vocational education and training (VET) | Higher Education        |
|--|---|-------------------------|
|  |   | Graduate Certificate    |
|  |   | Bachelor Degree         |
|  | <b>Advanced Diploma</b>                 | <b>Advanced Diploma</b> |
|  | <b>Diploma</b>                          | <b>Diploma</b>          |
|  | <b>Certificate iv</b>                   |                         |
|  | <b>Certificate iii</b>                  |                         |
| <b>Certificate ii</b>  | <b>Certificate ii</b>                   |                         |
| <b>Senior secondary certificate</b>  | <b>Certificate I</b>                    |                         |
| <b>Note:</b><br><b>Statements of Attainment</b> may be awarded against individual UNITS of competency and carry credit towards the achievement of a qualification at a higher or lower level of the AQF. |   |                         |

A qualification is certification given in recognition of a candidate's successful demonstration of competence against a defined set of competency standards which relate to the Australian Qualifications Framework (AQF). Units of competency provide the building blocks or structure to support recognition by way of a qualification located in the AQF. Various combinations of competency units are aligned to the AQF to support a qualification at various levels of the AQF.

The qualifications in this framework are 'nested' insofar as each qualification has a relationship with packages of units at other levels of the framework.

The approach recognises that candidates' competency based career progression may develop in a variety of ways. For some it may be a course of study leading to a qualification at a higher level. For others it may be through work-place experience with competency defined against individual units of competency which accumulate to the point where a qualification may be sought. For others it may be through a 'bottom up' progression involving combinations of training and experience.

## **1.2 Packaging advice**

The aim of combining units of competency into groups acceptable to the industry and to VET providers, is to ensure a crucial link in the quality of education and training and work outcomes. Vocational qualifications need to have a relationship with the performance standards of the industry. Without this relationship, qualifications lack meaning in terms of indicating what the holder of the credential can actually do in relation to industry requirements.

A unit is also the minimum recording level in the formal VET system and provides the basis for credit transfer between competency-based courses and between sectors delivering different qualifications in the AQF.

### **1.2.1. Core and Elective units**

The standards in this training package are aligned to qualifications in various combinations of core and elective units. The combinations have been carefully selected to support multiple entry and exit points as well as flexible delivery of VET. It is essential, therefore, that Registered Training Organisations take the industry's packaging and alignment advice into consideration when designing learning and assessment opportunities.

As indicated above, the industry's advice is predicated on the notion that units of competency provide the basis for credit transfer, credit accumulation and articulation or advanced standing from one credential to another, irrespective of the educational sector delivering the credential.

The achievement of a single unit of competency aligned to multiple levels in the AQF means that the unit is assessed once only, and recognition of competency achieved against that unit is carried forward as credit towards the achievement of a qualification at any level in which the unit appears.

### **1.2.2. Units located at more than one level**

Qualifications located in the AQF take the workplace as their primary frame of reference. Each unit describes a function and a work outcome achieved through the application of knowledge and skill in the performance of a task or series of tasks. Differences between AQF levels and therefore of qualifications located at these levels occur because of the broadening and deepening of job requirements, combined with the need for increasing levels of complexity in the acquisition and application of knowledge and skill and, greater autonomy in the application of competency in the workplace.

This principle has been addressed through the packaging of competency units within nested qualification levels, that is, qualifications which articulate with each other.

As an individual moves through the qualification framework, the selection of units at any level is governed by

- the groups of core and elective units available at that level
- the selection of units available at that level compared with the individual's current, past and future career aspirations
- current work performance requirements
- recognised industry work structures

This means that two individuals may enter the qualifications framework at different levels; be subject to the same package selection rules and exit at the same or at different levels of the framework. However, if one or both moved to the same qualification level, they could conceivably emerge with the same qualification – but a different package of units drawn from that level and other levels in the AQF.

The use of core and elective units at more than one level generally allows for

- the recognition of key functions within an industry or enterprise that are carried on across and between levels
- Recognition of current competence based on the achievement of the unit or package of units
- An articulation pathway between levels

Units only available at certain levels provides for the broadening and deepening of the knowledge and skill component at the level at which the units are located. The key to competency is not in the individual unit, but in the selection and 'batching' of units for assessment purposes at an AQF level.

Recognition can therefore be achieved in a variety of ways, including

- against an individual unit which is carried forward as credit towards a higher qualification
- by grouping or batching units and assessing against the group of units in order to determine competency in relation to the requirements of the AQF level at which the units are located
- by using a qualification achieved at a lower level as collateral towards a qualification located at a higher level.

While a 'higher level' qualification may carry in it the seeds of a 'lower level' qualification, its value in relation to work and the AQF lies in the expression of the full range and complexity of knowledge, skill and performance required for work performance at the level(s) in which it is assessed for the first time.

## **2. Customisation of Standards and of Qualifications**

Customisation is the process of adding detail. The titles, scope and content of the standards, their packaging and alignment and qualifications in this framework will result in industry-wide recognition of competence in employment in the industry.

Industry advice on customisation is as follows

- employers want training and recognition outcomes which reflect enterprise investments in training and employment
- Employees (and students) want recognition which has currency in a broader labour market, as well as in the employing enterprise

These two sets of needs have been balanced in the guidance on packaging and alignment of groups of units to qualification levels.

Within each of the service areas outlined above, groupings of units describe common work outcomes in that area, at that level. Combinations of core and electives enable the recognition of industry wide work functions as well as specialist or enterprise-specific functions to be recognised.

## **2.1 Conditions Giving rise to a demand for customisation**

The industry recognises that a demand for customisation might occur for the following reasons:

- A demand for traineeships in areas not yet covered by the standards in this package may arise.
- A unit in another training package better expressing the content of a work function covered by a unit in one of the standards in this package. In this case, the second unit delivers the same outcomes, but the language used is better understood (customised) in terms of the candidate's work environment.
- A candidate's range of work functions includes all core functions in this industry, but also includes specialist functions (performed in other industries) but not included in this package.
- Generally, the work described in the unit is performed in an allied industry context, eg, transport or retail. In this case, the variable is the work location or context rather than the function being performed.
- Specialisation in an area which is adequately covered for general purposes, but requires greater depth of knowledge, skill and performance in a given security area, eg passenger screening at airports which builds on units dealing with routine screening, or handling intoxicated persons in the hospitality industry, which builds on conflict management.

In some cases, the situation could be remedied by re-combining units of competency in this package with units of competency in other industry packages to create an apparently "new" qualification. In others, requests for customisation may be better addressed through training design and delivery. In rare cases, the issue can only be dealt with by developing a new unit of competency.

To ensure quality outcomes and avoid duplication of training/assessment effort, customisation of any qualification is governed by the following criteria

- each unit delivers a workplace outcome within a coherent industry recognition framework
- The combination of unit outcomes provides the basis for a qualification at a level of the AQF
- The naming of qualifications reflects broad, functional rather than occupational areas of the industry

## therefore

- If the recombined units deliver the same AQF level outcome, there should be no change to the qualification, either in terms of qualification title or AQF level at which the unit(s) are located.
- If the area is not already covered by the standards and new units are required to be added to the standard, these may be developed in consultation with the Property Services ITAB and submitted for inclusion in the training package, with an appropriate alignment to other standards in the package
- Core units in this package may not be replaced or substituted by other endorsed units from other endorsed training packages
- Only elective units in any package of units may be replaced or substituted by other units of competency
- Only elective units which are not required for purposes of occupational/functional regulation in the industry may be replaced, and
- Only units which deliver an **equivalent outcome** in the qualification structure, to that provided by the elective unit which it replaces, may be used as a replacement unit
- The replacement unit must not restrict the candidate's access to further education or employment opportunities in this industry
- Training modules may not be substituted for endorsed units of competence

Other industries and enterprises may adopt to include units in this package in their packages, provided that appropriate acknowledgment is given to the parent standard.

**Note: Quality assurance processes at a state/territory level will require RTOs to demonstrate that the selection of units and packaging used by them for course design and delivery – including assessment – occur in accordance with the requirements of the training package**

## 2. NEW APPRENTICESHIP AND TRAINEESHIP QUALIFICATIONS

New Apprenticeships include progression arrangements that support a variety of traineeships. All qualifications in this package may potentially support the introduction of traineeships. The industry qualifications framework creates opportunities for a variety of emerging career paths to be addressed.

Traineeships are slowly being introduced to the industry. At this stage, all traineeships are sector specific, i.e. for

- ⇒ security guards
- ⇒ security access technician
- ⇒ security access sales support

Qualifications issued as a result of New Traineeships should not be different to qualifications issued as a result of competency demonstrated through either of the other recognition pathways available in the industry

The following section provides advice in relation to each of the three sets of standards that currently support qualifications in the Security and Investigative Services industry.

## PACKAGING AND ALIGNMENT TO THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Standards are packaged in various combinations of core and elective units. These units provide multiple entry and exist points any level of the framework and support flexible delivery in recognition of the diverse range of activities in the industry. The core units represent work that is common across the industry at most levels and the electives provide a range of choices to individuals at each level. A qualification is gained when a trainee/employee can demonstrate competence in all units packaged at a given level.

The following qualifications are available in this package

|                 |   |          |  |
|-----------------|---|----------|--|
| PRS20198        | Certificate II in Security (Guarding)                 | PRS20498 | Certificate II in Investigative services       |
| PRS30198        | Certificate III in Security (Guarding)                | PRS30598 | Certificate III in Investigative services      |
| PRS30298        | Certificate III in Security (Control room operations) | PRS40498 | Certificate IV in Investigative services       |
| PRS40198        | Certificate IV in Security (Control room operations)  |          |  |
| PRS10198        | Certificate I in Security (Sales support)             | PRS40598 | Certificate IV in Security (Risk management)   |
| PRS20298        | Certificate II in Security (Technical access)         | PRS50298 | Diploma in Security (Risk management)          |
| PRS30398        | Certificate III in Security (Technical access)        | PRS60198 | Advanced Diploma in Security (Risk management) |
| <b>PRS30602</b> | <b>Certificate III in Security (Firearms)*</b>        |          |  |
| PRS40298        | Certificate IV in Security (Technical access)         |          |  |
| PRS20398        | Certificate II in Security (Access management)        |          |  |
| PRS30498        | Certificate III in Security (Access management)       |          |  |
| PRS50198        | Diploma in Security (Access management)               |          |  |

**NOTE\*:** Qualification information for this qualification in volume two.

## Security Services (Guarding) and (Control Room Operations)

Legend  
 cr = Control room operations  
 sg = Guarding

**Table 1: Core and elective units in security services**

| Unit No  | Unit Title  | Cert II sg | Cert III sg | Cert III cr | Cert IV cr |
|----------|---|------------|-------------|-------------|------------|
| PRSSG01A | Maintain the security of premises and property            | E          | E           | E           | E          |
| PRSSG02A | Control access to and exit from premises                  | E          | E           | E           | E          |
| PRSSG03A | Maintain safety of premises and personnel                 | E          | E           | E           | E          |
| PRSSG04A | Communicate in the workplace                              | C          | C           | C           | C          |
| PRSSG05A | Manage conflict   | C          | C           | C           | C          |
| PRSSG06A | Maintain occupational health and safety                   | C          | C           | C           | C          |
| PRSSG07A | Manage own performance                                    | C          | C           | C           | C          |
| PRSSG08A | Operate basic security equipment                          | C          | C           | C           | C          |
| PRSSG09A | Apprehend offender  | E          | E           |             |            |
| PRSSG10A | Screen baggage and people to minimise security risk       | E          | E           |             |            |
| PRSSG11A | Escort and carry valuables                                | E          | E           |             |            |
| PRSSG12A | Provide for safety of persons                             | E          | E           |             |            |
| PRSSG13A | Control crowds  | E          | E           |             |            |
| PRSSG14A | Maintain prisoner security during escort                  |            | E           |             |            |
| PRSSG15A | Handle firearms   |            | E           |             |            |
| PRSSG16A | Employ batons and handcuffs                               |            | E           |             |            |
| PRSSG17A | Maintain an effective relationship with clients/customers | C          | C           | C           | C          |
| PRSSG18A | Work as part of a team                                    | C          | C           | C           | C          |
| PRSSG19A | Lead small teams  |            | E           | E           | E          |

**Table 1: Core and elective units in security services, continued**

| <b>Unit No</b> | <b>Unit Title</b>   | <b>Cert II sg</b> | <b>Cert III sg</b> | <b>Cert III cr</b> | <b>Cert IV cr</b> |
|----------------|---|-------------------|--------------------|--------------------|-------------------|
| PRSSG20A       | Interpret information from advanced security equipment      |                   | E                  | C                  | C                 |
| PRSSG21A       | Operate central monitoring/communication station            |                   |                    | E                  | C                 |
| PRSSG22A       | Monitor field staff activity from control room              |                   | E                  | C                  | C                 |
| PRSSG23A       | Operate security vehicle                                    | E                 | E                  |                    |                   |
| PRSSG24A       | Manage dogs for security patrols                            | E                 | E                  |                    |                   |
| PRSSG25A       | Provide emergency first aid                                 | E                 | E                  | E                  | E                 |
| PRSSG26A       | Observe and monitor people                                  | E                 | E                  | E                  | E                 |
| PRSSG27A       | Manage occupational health and safety in the workplace      | E                 | E                  | E                  | E                 |
| PRSSG28A       | Interpret and comply with legal and procedural requirements | C                 | C                  | E                  | E                 |
| THHBTHS01A     | Plan and conduct evacuation of premises                     |                   | E                  | E                  |                   |
| THHBTHS02A     | Provide for the safety of VIPs                              |                   | E                  |                    |                   |
| PRSIR21A       | Store and protect information                               | E                 | E                  | E                  | E                 |
| PRSIR22A       | Prepare evidence for use in court                           | E                 | E                  |                    |                   |
| PRSIR23A       | Give evidence in court                                      | E                 | E                  |                    |                   |
| THHBTHS04A     | Manage intoxicated persons                                  | E                 | E                  |                    |                   |
| THHBTHS16A     | Provide lost and found facility                             | E                 | E                  |                    |                   |

## QUALIFICATIONS: SECURITY SERVICES

### **PRS20198                      CERTIFICATE II IN SECURITY (GUARDING)**

|          |   |
|----------|---|
| PRSSG04A | Communicate in the workplace                                |
| PRSSG05A | Manage conflict   |
| PRSSG06A | Maintain occupational health and safety                     |
| PRSSG07A | Manage own performance                                      |
| PRSSG08A | Operate basic security equipment                            |
| PRSSG17A | Maintain an effective relationship with clients/customers   |
| PRSSG18A | Work as part of a security team                             |
| PRSSG28A | Interpret and comply with legal and procedural requirements |

Plus **five** elective units

**Total: 13 units**

### **PRS30198                      CERTIFICATE III IN SECURITY (GUARDING)**

|          |   |
|----------|---|
| PRSSG04A | Communicate in the workplace                                |
| PRSSG05A | Manage conflict   |
| PRSSG06A | Maintain occupational health and safety                     |
| PRSSG07A | Manage own performance                                      |
| PRSSG08A | Operate basic security equipment                            |
| PRSSG17A | Maintain an effective relationship with clients/customers   |
| PRSSG18A | Work as part of a team                                      |
| PRSSG28A | Interpret and comply with legal and procedural requirements |

and **10** elective units

**Total: 18 units**

## QUALIFICATIONS: SECURITY (Control Room Operations)

### PRS30298 CERTIFICATE III IN SECURITY (CONTROL ROOM OPERATIONS)

|          |   |
|----------|---|
| PRSSGO4A | Communicate in the workplace                              |
| PRSSG05A | Manage conflict   |
| PRSSG06A | Maintain occupational health and safety                   |
| PRSSG07A | Manage own performance                                    |
| PRSSG08A | Operate basic security equipment                          |
| PRSSG17A | Maintain an effective relationship with clients/customers |
| PRSSG18A | Work as part of a team                                    |
| PRSSG20A | Interpret information from advanced security equipment    |
| PRSSG22A | Monitor field staff activity from control room            |

Plus **four** elective units

**Total: 13 units**

### PRS40198 CERTIFICATE IV IN SECURITY (CONTROL ROOM OPERATIONS)

|          |   |
|----------|---|
| PRSSGO4A | Communicate in the workplace                              |
| PRSSG05A | Manage conflict   |
| PRSSG06A | Maintain occupational health and safety                   |
| PRSSG07A | Manage own performance                                    |
| PRSSG08A | Operate basic security equipment                          |
| PRSSG17A | Maintain an effective relationship with clients/customers |
| PRSSG18A | Work as part of a team                                    |
| PRSSG20A | Interpret information from advanced security equipment    |
| PRSSG21A | Operate central monitoring/communications station         |
| PRSSG22A | Monitor field staff activity from control room            |

Plus **six** of the elective units

**Total: 16 units**

## ACCESS SECURITY SERVICES :sales support, technical access

Legend:  
 ss: sales support  
 ta: technical access

**Table 2 : Core and elective units in Security (sales support) and (technical access)**

| Unit No   | Unit Title  | Cert<br>1 ss | Cert<br>II ta | Cert<br>III ta | Cert<br>IV<br>ta |
|-----------|---|--------------|---------------|----------------|------------------|
| PRSAS01A  | Undertake security assessment                                     | E            | E             | E              | E                |
| PRSAS02A  | Assess security requirements in complex or high risk environments |              |               |                | E                |
| PRSAS03A  | Specify and configure security system                             | E            | E             | E              | E                |
| PRSAS04A  | Provide estimate and quote  | C            | E             | E              | E                |
| PRSAS05A  | Prepare detailed tender   |              |               |                | E                |
| PRSAS06A  | Plan and schedule installation                                    |              |               | E              | C                |
| PRSAS07A  | Coordinate installation   |              |               | E              | C                |
| ICTTC005A | Install cable and cable support systems                           |              | C             | C              | C                |
| PRSAS09A  | Install security equipment/system                                 |              | C             | C              | C                |
| PRSAS10A  | Install CCTV system   |              | E             | E              | E                |
| PRSAS11A  | Install mechanical lock/locking system                            |              | E             | E              | E                |
| PRSAS12A  | Program security equipment/system                                 |              |               | C              | C                |
| PRSAS13A  | Test installed security equipment/system                          |              |               | C              | C                |
| PRSAS14A  | Commission security equipment/system                              |              |               | C              | C                |
| PRSAS15A  | Plan and schedule routine maintenance, repairs and modifications  |              |               | E              | E                |
| PRSAS16A  | Identify and diagnose electronic security equipment system/fault  |              |               | E              | C                |
| PRSAS17A  | Identify and diagnose CCTV equipment/system fault                 |              |               |                | E                |
| PRSAS18A  | Identify and diagnose mechanical lock/locking system fault        |              |               |                | E                |
| PRSAS19A  | Repair security equipment/system                                  |              |               | E              | C                |
| PRSAS20A  | Maintain security equipment/system                                |              |               | C              | C                |
| PRSAS21A  | Maintain mechanical lock/locking system                           |              |               | E              | E                |
| PRSAS22A  | Determine security equipment/system modifications                 |              |               | E              | E                |

| <b>Table 2: Core and elective units in security (sales support) and (technical access)</b> |  |   |   |   |   |
|--|--|---|---|---|---|
| <b>Unit</b>  | <b>Unit Title</b>                            |   |   |   |   |
| PRSAS23A   | Modify security equipment/system             |   |   |   | E |
| PRSAS24A   | Decommission security equipment/system       |   |   | C | C |
| PRSAS25A   | Remove security equipment/system             |   |   | E | E |
| PRSAS26A   | Establish and set up monitoring parameters   |   | E | E | E |
| PRSAS27A   | Implement monitoring procedures              |   | E | E | E |
| PRSAS29A   | Develop and implement policy and procedures  |   |   |   | E |
| PRSAS32A   | Prepare budgets                              |   |   |   | E |
| PRSAS34A   | Respond to customer inquiry                  | C | C | C | C |
| PRSAS35A   | Resolve client problems                      |   |   | C | C |
| PRSAS40A   | Maintain asset records and control           |   |   |   | E |
| PRSAS42A   | Maintain and service equipment               |   |   | E | E |
| PRSAS43A   | Organise and manage projects and/or services |   |   | C | C |
| PRSAS45A   | Review and manage staff performance          |   |   |   | E |
| PRSAS46A   | Supervise staff                              |   |   |   | E |

## **QUALIFICATIONS : ACCESS SECURITY (Sales support) and (Technical access)**

### **PRS0198 Certificate I in Security (Sales support)**

PRSAS04A Provide estimate and quote  
PRSAS34A Respond to customer inquiry

plus **one** elective unit

**Total: 3 units**

### **PRS20298 Certificate II in Security (Technical access)**

ICTTC005A Install cable and cable support systems  
PRSAS09A Install security equipment/system  
PRSAS34A Respond to customer inquiry

Plus **four** of the seven elective units

**Total: 7 units**

### **PRS30398 Certificate III in Security (Technical access)**

ICTTC005A Install cable and cable support systems  
PRSAS09A Install security equipment/system  
PRSAS12A Program security equipment/system  
PRSAS13A Test installed security equipment/system  
PRSAS14A Commission security equipment/system  
PRSAS20A Maintain security equipment/system  
PRSAS24A Decommission security equipment/system  
PRSAS34A Respond to customer inquiry  
PRSAS35A Resolve client problems  
PRSAS43A Organise and manage projects and other services

Plus **eight** elective units at Cert III level

**Total: 18 units**

### **PRS40298 Certificate IV in Security (Technical access)**

PRSAS06A Plan and schedule installation  
PRSAS07A Coordinate installation  
ICTTC005A Install cable and cable support systems  
PRSAS09A Install security equipment/system  
PRSAS12A Program security equipment/system  
PRSAS13A Test installed security equipment/system  
PRSAS14A Commission security equipment/system  
PRSAS16A Identify and diagnose electronic security equipment system/faults  
PRSAS19A Repair security equipment/system  
PRSAS20A Maintain security equipment/system  
PRSAS24A Decommission security equipment/system  
PRSAS34A Respond to customer inquiry  
PRSAS35A Resolve client problems  
PRSAS43A Organise and manage projects and other services

And thirteen elective units

**Total: 27 units**

## Security (Access Management)

**Table 3 : Core and elective units in Security (Access Management)**

| Unit No  | Unit Title   | Cert II | Cert III | Cert IV | Diploma |
|----------|--|---------|----------|---------|---------|
| PRSAS01A | Undertake security assessment                                    | E       | E        | E       | E       |
| PRSAS03A | Specify and configure a security system                          | E       | E        | E       | E       |
| PRSAS04A | Provide estimate and quote                                       | E       | C        | C       | C       |
| PRSAS05A | Prepare detailed tender  |         |          | C       | C       |
| PRSAS06A | Plan and schedule installation                                   |         | E        | E       | E       |
| PRSAS07A | Coordinate installation  |         | E        | E       | E       |
| PRSAS15A | Plan and schedule routine maintenance, repairs and modifications |         | E        | E       | E       |
| PRSAS22A | Determine security equipment/system modification                 |         | E        | E       | E       |
| PRSAS28A | Prepare a business plan  |         |          |         | C       |
| PRSAS29A | Develop and implement policy and procedures                      |         |          | E       | E       |
| PRSAS30A | Develop and implement a human resource plan                      |         |          | E       | E       |
| PRSAS31A | Develop and implement financial recording systems                |         |          | E       | E       |
| PRSAS32A | Prepare budgets  |         |          | C       | C       |
| PRSAS33A | Develop and implement a marketing strategy                       |         |          |         | C       |
| PRSAS34A | Respond to customer inquiry                                      | C       | C        | C       | C       |
| PRSAS35A | Resolve client problems  |         | C        | C       | C       |
| PRSAS36A | Maintain financial records                                       |         | E        |         |         |
| PRSAS37A | Maintain a cash receipting system                                | E       | E        | E       | E       |
| PRSAS38A | Process accounts payable and receivable                          | E       | E        | E       | E       |
| PRSAS39A | Maintain credit control  | E       | E        | E       | E       |
| PRSAS40A | Maintain asset records and control                               |         |          | E       | E       |
| PRSAS41A | Process payroll  | E       | E        | E       | E       |
| PRSAS43A | Organise and manage projects and other services                  |         | C        | C       | C       |
| PRSAS44A | Prepare and implement employment arrangements                    |         |          | E       | E       |

**Table 3 : Core and elective units in Security (Access Management)** continued

| <b>Unit No</b> | <b>Unit Title</b>                   | <b>Cert II</b> | <b>Cert III</b> | <b>Cert IV</b> | <b>Diploma</b> |
|----------------|-------------------------------------|----------------|-----------------|----------------|----------------|
| PRSAS45A       | Review and manage staff performance |                |                 | E              | E              |
| PRSAS46A       | Supervise staff                     |                |                 | C              | C              |
| PRSAS47A       | Control and monitor finances        |                |                 |                | C              |

## QUALIFICATIONS: SECURITY (Access management)

### **PRS20398 Certificate II in Security(Access management)**

PRSAS34A Respond to customer inquiry  
Plus **four** elective units

**Total: 5 units**

### **PRS30498 Certificate III in Security (Access management)**

PRSAS04A Provide estimate and quote  
PRSAS34A Respond to customer inquiry  
PRSAS35A Resolve client problems  
PRSAS43A Organise and manage projects and other services

Plus, **eight** elective units

**Total: 12 units**

### **PRS40398 Certificate IV in Security (Access management)**

PRSAS04A Provide estimate and quote  
PRSAS05A Prepare detailed tender  
PRSAS32A Prepare budgets  
PRSAS34A Respond to customer inquiry  
PRSAS35A Resolve client problems  
PRSAS43A Organise and manage projects and other services  
PRSAS46A Supervise staff

Plus **eleven** elective units

**Total: 18 units**

### **PRS50198 Diploma in Security (Access management)**

PRSAS04A Provide estimate and quote  
PRSAS05A Prepare detailed tender  
PRSAS32A Prepare budgets  
PRSAS34A Respond to customer inquiry  
PRSAS35A Resolve client problems  
PRSAS43A Organise and manage projects and other services  
PRSAS46A Supervise staff  
PRSAS33A Develop and implement a marketing strategy  
PRSAS28A Prepare a business plan  
PRSAS47A Control and monitor finances

Plus **fifteen** elective units

**Total: 25 units**

## INVESTIGATIVE SERVICES

**Table 4: Core and elective units in Investigative services**

| Unit No  | Unit Title  | Cert II | Cert III | Cert IV |
|----------|---|---------|----------|---------|
| PRSIR01A | Define scope of task  |         |          | E       |
| PRSIR13A | Select method of gathering information                                    | C       | C        | C       |
| PRSIR14A | Gather information by surveillance  | SCB*    | SCB*     | C       |
| PRSIR15A | Gather information by factual investigation                               | SCA*    | SCA*     | C       |
| PRSIR16A | Select, obtain and store specialist information gathering equipment       |         | E        | E       |
| PRSIR17A | Conduct interview and take statements                                     | SCA*    | SCA*     | C       |
| PRSIR18A | Repair and maintain equipment   |         | E        | E       |
| PRSIR19A | Select, equip and operate a surveillance vehicle                          | SCB*    | SCB*     | C       |
| PRSIR20A | Compile written report  | C       | C        | C       |
| PRSIR21A | Store and protect information   |         | E        | E       |
| PRSIR22A | Prepare evidence for use in court   | C       | C        | C       |
| PRSIR23A | Give evidence in court  | C       | C        | C       |
| PRSIR24A | Implement and monitor financial administrative systems                    |         |          | E       |
| PRSIR25A | Develop and implement a business plan                                     |         |          | E       |
| PRSIR26A | Maintain financial records  |         | E        | E       |
| PRSIR27A | Prepare budgets   |         | E        | E       |
| PRSIR28A | Maintain customer relations   |         | E        | C       |
| PRSIR29A | Establish and implement a marketing strategy                              |         |          | E       |
| PRSIR30A | Provide office activities   |         | E        | E       |
| PRSIR31A | Undertake process improvement to reduce costs and improve quality service |         |          | E       |
| PRSIR32A | Provide quotation   |         | E        | E       |
| PRSIR33A | Lead small teams  |         | C        | C       |
| PRSIR34A | Supervise staff   |         | C        | C       |
| PRSIR35A | Monitor and review staff performance                                      |         | E        | E       |

| <b>Table 4: Core and elective units in Investigative services - - continued</b>   |   |                |                 |                |
|---|---|----------------|-----------------|----------------|
| <b>Unit No.</b>   | <b>Unit Title</b>                           | <b>Cert II</b> | <b>Cert III</b> | <b>Cert IV</b> |
| PRSIR36A  | Organise and monitor field operations       |                | C               | C              |
| PRSIR37A  | Develop and implement a human resource plan |                | E               | E              |
| PRSIR38A  | Maintain OH&S                               | C              | C               | C              |
| PRSIR39A  | Manage OH&S in the workplace                |                |                 | C              |
| * <b>Note: These units are treated as elective units at Certificate II and Certificate III level, but core units at Certificate IV level.</b> |   |                |                 |                |

## QUALIFICATIONS: INVESTIGATIVE SERVICES

### PRS20498 Certificate II in Investigative services

|          |  |
|----------|--|
| PRSIR13A | Select method of gathering information |
| PRSIR20A | Compile written report                 |
| PRSIR22A | Prepare evidence for use in court      |
| PRSIR23A | Give evidence in court                 |
| PRSIR38A | Maintain OH&S                          |

Plus one of the following two packages of specialist core units. The selection of either of these packages provides for a 'stream' in either factual investigations or surveillance. The two 'streams' are continued at Certificate III. However, at Certificate IV level, it is expected that candidates will select as part of the core, the two specialist core units not achieved at either Certificate II or Certificate III level.

In other words, until achievement of Certificate IV, an individual may be 'streamed' into either one of the two specialist investigative areas. At Certificate IV level, however, it is expected that the individual will be able to demonstrate competence in both areas.

#### **Selection A: Surveillance**

|          |  |
|----------|--|
| PRSIR14A | Gather information by surveillance               |
| PRSIR19A | Select, equip and operate a surveillance vehicle |

OR

#### **Selection B: Factual investigation**

|          |   |
|----------|---|
| PRSIR15A | Gather information by factual Investigation |
| PRSIR17A | Conduct interview and take statements       |

**Total: 7 units**

### PRS0598 Certificate III in Investigative services

|          |  |
|----------|--|
| PRSIR13A | Select method of gathering information |
| PRSIR20A | Compile written report                 |
| PRSIR22A | Prepare evidence for use in court      |
| PRSIR23A | Give evidence in court                 |
| PRSIR33A | Lead small teams                       |
| PRSIR34A | Supervise staff                        |
| PRSIR36A | Organise and monitor field operations  |
| PRSIR38A | Maintain OH&S                          |

Plus

#### **Selection A: Surveillance**

|          |  |
|----------|--|
| PRSIR14A | Gather information by surveillance               |
| PRSIR19A | Select, equip and operate a surveillance vehicle |

OR

**Selection B: Factual investigation**

PRSIR15A                    Gather information by factual Investigation  
PRSIR17A                    Conduct interview and take statements

Plus **three** elective units

**Total : 13 units**

## PRS40498 Certificate IV in Investigative services

This qualification provides scope for a variety of career pathways depending on the selection of elective units.

### Pathway 1:

A selection of technical-based elective units will provide a specialist pathway in investigations (factual & surveillance)

### Pathway 2:

A selection of management-based elective units will provide a generalist pathway in business management in the Investigative services area. Selection of these electives will assist candidates wishing to articulate into the Security risk management area.

### Pathway 3:

The assessment guidelines provide for the substitution of electives drawn from other training packages. Selection of the national workplace trainer (cat 1) or the national workplace assessor standard as the elective component will provide for career progression in this area.

Achievement of a Certificate IV in Security (Investigative services) requires demonstration of competence against the following core units

|          |  |
|----------|--|
| PRSIR33A | Lead small teams                                 |
| PRSIR34A | Supervise staff                                  |
| PRSIR36A | Organise and monitor field operations            |
| PRSIR13A | Select method of gathering information           |
| PRSIR20A | Compile written report                           |
| PRSIR22A | Prepare evidence for use in court                |
| PRSIR23A | Give evidence in court                           |
| PRSIR38A | Maintain OH&S                                    |
| PRSIR39A | Manage OH&S in the workplace                     |
| PRSIR28A | Maintain customer relations                      |
| PRSIR14A | Gather information by surveillance               |
| PRSIR19A | Select, equip and operate a surveillance vehicle |
| PRSIR15A | Gather information by factual Investigation      |
| PRSIR17A | Conduct interview and take statements            |

Plus **eight** elective units

**Total: 22 units**

## SECURITY (risk management)

**Table 5 Core and elective units in risk management**

| Unit No. | Unit title   | Cert IV | Dipl | Adv Dip |
|----------|--|---------|------|---------|
| PRSIR01A | Define scope of task   | C       | C    | C       |
| PRSIR02A | Identify assets  | C       | C    | C       |
| PRSIR03A | Assess threat  | C       | C    | C       |
| PRSIR04A | Undertake consequence analysis   | C       | C    | C       |
| PRSIR05A | Assess vulnerability of assets   | C       | C    | C       |
| PRSIR06A | Assess risks   | C       | C    | C       |
| PRSIR07A | Assess security risk management options  |         | C    | C       |
| PRSIR08A | Prepare security risk management plan  |         | C    | C       |
| PRSIR09A | Prepare and coordinate the implementation of the security risk management plan |         | C    | C       |
| PRSIR10A | Communicate security requirements  |         |      | C       |
| PRSIR11A | Monitor security risk management plan  |         |      | C       |
| PRSIR12A | Review security risk management plan   |         |      | C       |
| PRSIR20A | Compile written report   |         | E    | E       |
| PRSIR24A | Implement and monitor financial administrative systems                         |         |      | E       |
| PRSIR25A | Develop and implement a business plan  |         |      | E       |
| PRSIR26A | Maintain financial records   |         |      | E       |
| PRSIR27A | Prepare budgets  |         | E    | E       |
| PRSIR28A | Maintain customer relations  |         | E    | E       |
| PRSIR29A | Establish and implement a marketing strategy                                   |         | E    | E       |
| PRSIR30A | Provide office activities  |         | E    | E       |
| PRSIR31A | Undertake process improvement to reduce costs and improve quality service      |         | E    | E       |
| PRSIR32A | Provide quotation  |         | E    | E       |
| PRSIR33A | Lead small teams   |         | E    | E       |

**TABLE 5 Core and elective units in risk management**

| <b>Unit No.</b> | <b>Unit title</b>                           | <b>Cert<br/>IV<br/>Risk<br/>Mgt</b> | <b>Dipl<br/>Risk<br/>Mgt</b> | <b>Adv<br/>Dip<br/>Risk<br/>Mgt</b> |
|-----------------|---|-------------------------------------|------------------------------|-------------------------------------|
| PRSIR34A        | Supervise staff                             |                                     | E                            | E                                   |
| PRSIR35A        | Monitor and review staff performance        |                                     | E                            | E                                   |
| PRSIR36A        | Organise and monitor field operations       |                                     | E                            | E                                   |
| PRSIR37A        | Develop and implement a human resource plan |                                     | E                            | E                                   |
| PRSIR38A        | Maintain OH&S                               | C                                   | C                            | C                                   |
| PRSIR39A        | Manage OH&S in the workplace                |                                     | E                            | C                                   |

## QUALIFICATIONS : SECURITY (Risk management)

### PRS40598 Certificate IV in Security (Risk management)

|          |                                |
|----------|--------------------------------|
| PRSIR01A | Define scope of task           |
| PRSIR02A | Identify assets                |
| PRSIR03A | Assess threat                  |
| PRSIR04A | Undertake consequence analysis |
| PRSIR05A | Assess vulnerability of assets |
| PRSIR06A | Assess risk                    |
| PRSIR38A | Maintain OH&S                  |

There are no elective units at this level.

**Total: 7 units**

### PRS50298 Diploma in Security (Risk management)

|          |  |
|----------|--|
| PRSIR01A | Define scope of task   |
| PRSIR02A | Identify assets  |
| PRSIR03A | Assess threat  |
| PRSIR04A | Undertake consequence analysis   |
| PRSIR05A | Assess vulnerability of assets   |
| PRSIR06A | Assess risk  |
| PRSIR07A | Assess security risk management options  |
| PRSIR08A | Prepare security risk management plan  |
| PRSIR09A | Prepare and coordinate the implementation of the security risk management plan |
| PRSIR38A | Maintain OH&S  |

and any **three** elective units

**Total: 13 units**

The elective unit requirement includes the option of substituting electives in this package for the national workplace trainer (Cat 1) or national workplace assessor standard.

### PRS60198 Advanced Diploma in Security (Risk management)

|          |  |
|----------|--|
| PRSIR01A | Define scope of task   |
| PRSIR02A | Identify assets  |
| PRSIR03A | Assess threat  |
| PRSIR04A | Undertake consequence analysis   |
| PRSIR05A | Assess vulnerability of assets   |
| PRSIR06A | Assess risk  |
| PRSIR07A | Assess security risk management options  |
| PRSIR08A | Prepare security risk management plan  |
| PRSIR09A | Prepare and coordinate the implementation of the security risk management plan |
| PRSIR38A | Maintain OH&S  |
| PRSIR10A | Communicate Security Requirements  |

|          |                                       |
|----------|---------------------------------------|
| PRSIR11A | Monitor Security Risk Management Plan |
| PRSIR12A | Review Security Risk Management Plan  |
| PRSIR39A | Manage OH&S in the workplace          |

and any **six** elective units

The national workplace trainer/assessor standard may be substituted for the required number of elective units at this level, provided that this option has not already been selected at Diploma level.

**Total: 20 units**

## **SECTION 3**

### **THE COMPETENCY STANDARDS**

**NOTE:** Competency Standards for Use of Firearms & Defensive Tactics are within Volume Two

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| PRSSG07A  | Manage own performance                                    | 79      |
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| PRSSG17A  | Maintain an effective relationship with clients/customers | 107     |
| PRSSG18A  | Work as part of a team                                    | 111     |
| PRSSG19A  | Lead small teams  | 115     |
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| PRSSG21A  | Operate central monitoring/communication station          | 121     |
| PRSSG22A  | Monitor field staff activity from control room            | 125     |
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**SECURITY GUARDING (Contd)**

| <b>Unit Code</b> | <b>Unit Title</b>   | <b>Page No</b> |
|------------------|---|----------------|
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| THHBTHS02A       | Provide for safety of VIPs  | 149            |
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## ACCESS SECURITY

| Unit Code | Unit Title  | Page No |
|-----------|---|---------|
| PRSAS01A  | Undertake security assessment                                     | 159     |
| PRSAS02A  | Assess security requirements in complex or high risk environments | 163     |
| PRSAS03A  | Specify and configure security system                             | 167     |
| PRSAS04A  | Provide estimate and quote  | 171     |
| PRSAS05A  | Prepare detailed tender   | 175     |
| PRSAS06A  | Plan and schedule installation                                    | 179     |
| PRSAS07A  | Coordinate installation   | 183     |
| ICTTC005A | Install cable and cable support systems                           | 187     |
| PRSAS09A  | Install security equipment/system                                 | 193     |
| PRSAS10A  | Install CCTV system   | 199     |
| PRSAS11A  | Install mechanical lock/locking system                            | 203     |
| PRSAS12A  | Program security equipment/system                                 | 207     |
| PRSAS13A  | Test installed security equipment/system                          | 211     |
| PRSAS14A  | Commission security equipment/system                              | 215     |
| PRSAS15A  | Plan and schedule routine maintenance, repairs and modifications  | 219     |
| PRSAS16A  | Identify and diagnose electronic security equipment system/fault  | 223     |
| PRSAS17A  | Identify and diagnose CCTV equipment/system fault                 | 229     |
| PRSAS18A  | Identify and diagnose mechanical lock/locking system fault        | 235     |
| PRSAS19A  | Repair security equipment/system                                  | 239     |
| PRSAS20A  | Maintain security equipment/system                                | 245     |
| PRSAS21A  | Maintain mechanical lock/locking system                           | 251     |
| PRSAS22A  | Determine security equipment/system modifications                 | 257     |
| PRSAS23A  | Modify security equipment/system                                  | 261     |
| PRSAS24A  | Decommission security equipment/system                            | 267     |

**ACCESS SECURITY (Contd)**

| <b>Unit Code</b> | <b>Unit Title</b>                                 | <b>Page No</b> |
|------------------|---|----------------|
| PRSAS25A         | Remove security equipment/system                  | 273            |
| PRSAS26A         | Establish and set up monitoring parameters        | 279            |
| PRSAS27A         | Implement monitoring procedures                   | 283            |
| PRSAS28A         | Prepare a business plan                           | 287            |
| PRSAS29A         | Develop and implement policy and procedures       | 293            |
| PRSAS30A         | Develop and implement a human resource plan       | 297            |
| PRSAS31A         | Develop and implement financial recording systems | 301            |
| PRSAS32A         | Prepare budgets                                   | 305            |
| PRSAS33A         | Develop and implement a marketing strategy        | 309            |
| PRSAS34A         | Respond to customer inquiry                       | 313            |
| PRSAS35A         | Resolve client problems                           | 317            |
| PRSAS36A         | Maintain financial records                        | 321            |
| PRSAS37A         | Maintain a cash receipting system                 | 325            |
| PRSAS38A         | Process accounts payable and receivable           | 329            |
| PRSAS39A         | Maintain credit control                           | 333            |
| PRSAS40A         | Maintain asset records and control                | 335            |
| PRSAS41A         | Process payroll                                   | 339            |
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## INVESTIGATIVE SERVICES

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## INVESTIGATIVE SERVICES (Contd)

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**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG01A Maintain the security of premises and property

This unit covers the competencies required for both mobile and static guarding and includes monitoring the alarms on the premises and responding to alarm calls.

| <b>ELEMENT</b> |                                      | <b>PERFORMANCE CRITERIA</b> |  |
|----------------|--------------------------------------|-----------------------------|--|
| 1              | Patrol premises                      | 1                           | Frequency and duration of visits to access points and control points, and routine telephone/radio calls to control room conducted according to assignment instructions |
|                |                                      | 2                           | Equipment checked for serviceability according to standard operating procedures  |
|                |                                      | 3                           | Faults and damage to security equipment identified, reported and recorded according to assignment instructions   |
|                |                                      | 4                           | Faults and damage to security equipment rectified or replaced where authorised to do so, and when within area of responsibility  |
|                |                                      | 5                           | Factors which increase the risk to security identified during patrol, reported, regularly monitored and recorded according to assignment instructions                  |
|                |                                      | 6                           | Previously reported risk factors monitored and reported until rectified  |
| 2              | Monitor installed system on premises | 1                           | System malfunctions reported and recorded  |
|                |                                      | 2                           | Electronic security and protection systems set and verified according to assignment instructions<br>Sterile area searched and established                              |
|                |                                      | 3                           | Building management/energy management systems set and verified according to assignment instructions  |
|                |                                      | 4                           | Source of any signal received identified, documented and appropriate action taken  |
|                |                                      | 5                           | Content of activity log maintained in an appropriate and legible manner and according to assignment instructions   |
|                |                                      | 6                           | After hours contacts made where appropriate to the situation and correctly documented according to assignment instructions   |
| 3              | Respond to security alarm calls      | 1                           | Alarm signal interpreted correctly   |

|    |                                     |  |   |
|----|-------------------------------------|--|---|
|    | 2                                   | Cause of alarm and action taken notified to central office and/or police |   |
|    | 3                                   | Codes/call signs used appropriately in all radio/telephone communication |   |
|    | 4                                   | Incidents reported in incidents log                                      |   |
|    | 5                                   | Alarm site attended as assigned  |   |
| 4  | Undertake specific site observation | 1  | Observation of site undertaken according to assignment instructions   |
|    |                                     | 2  | Observation position selected appropriate to the situation and the nature of the assignment   |
|    |                                     | 3  | Identified incidents acted upon according to assignment instructions, client and legal requirements   |
| 5. | Preserve crime scene                | 1  | Access is restricted to authorised persons only<br><br>Relevant authorities are contacted and made aware of the nature of the crime<br><br>Scene is undisturbed and evidence intact<br><br>Scene is guarded until relevant authorities arrive |

#### RANGE OF VARIABLES

Types of assignment may include:

occupied premises; unoccupied premises; static guard; mobile patrol; control room operations; aircraft

Types of access may include:

doors; gates; shutters; fire and emergency doors; windows; skylights; cellar grilles; hatches; roof; perimeter barriers; drains; lifts; aerobridge, stairs

Types of patrol may include:

foot and vehicle patrol

Security equipment may include:

locks; bolts; door fastenings; window fastenings; lighting; security cabinets; safes; desks; beams; trip-wires; computers; screens; sirens; electronic equipment

Types of risk may include:

flood; fire; explosion; intruder(s); vandals; vehicles and equipment in suspicious places; sensitive material or correspondence left in public view; gas leaks; storms; power failures

Systems may include:

intruder alarms; fire alarms; CCTVs; security video recorders; computerised or manual energy management program; telephone system - mobile or public; radio system - portable or car mounted; screening equipment; sprinkler systems

Logs may include:

fire/intruder alarm logs; CCTV logs; computer/manual for energy management and building management; management; lift alarm logs; incident log book

Assignment Instructions are those specified in the client/customer brief

Types of signal may include:

fire alarm; lift alarm; electronic alarm (audible and silent); equipment alarms; gas alarm

Sources of signal may include:  
alarm panel and sectors

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG03A: Maintain safety of premises and personnel.

### Guidance for Assessment

Evidence should include a demonstrated capacity to:

- \* correctly interpret and act upon client requirements
- \* correctly carry out site procedures and instructions, and identify and respond to faults, damage and factors which increase the security risk
- \* accurately interpret signals and information being received and respond to alarm signals
- \* undertake specific site monitoring assignments
- \* select appropriate site monitoring procedures given the assignment requirements
- \* establish a sterile area

Evidence includes correctly completed and maintained:

- \* reports - client, supervisor
- \* electronic devices (cards, scanners), time clocks
- \* radio checks
- \* written reports
- \* computer reports
- \* logs, journals and activity reports

### Underpinning Knowledge

the steps necessary to arrange alarm deactivation

alarm systems and locations

communication codes

operation of communication equipment

control system operation

signal types and meanings

maker's/customer's instructions

client's instructions

surveillance techniques

security equipment installed

risk factors

site layout

building security procedures

three reasons for entering a crime scene: preserving life and property; preventing further damage to persons and property; apprehending offenders

When applied in the Security of aircraft and or travel terminals, Underpinning knowledge may include:

Basic aircraft layout  
Aviation Security Identification Cards  
Airside Security  
Sterile area

Underpinning Skills

observation and surveillance  
patrolling  
monitoring  
interpreting alarm signals  
recording information and report writing  
Search techniques  
Manage crime scene until authorities arrive

## **Resources Required for Assessment**

Access to a relevant venue, security equipment and materials  
Assignment instructions  
Logbooks  
Operational manuals and makers'/customers' instructions (if relevant)  
Assessment instruments, including personal planner and assessment record book  
Access to a registered provider of assessment services

**PRSSG02A Control access to and exit from premises**

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**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG02A Control access to and exit from premises

This unit deals with monitoring and managing the access/exit of persons and vehicles to and from premises including key control and site lock-up.

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| <b>ELEMENT</b> |   | <b>PERFORMANCE CRITERIA</b> |  |
|----------------|---|-----------------------------|--|
| 1              | Control persons entering and leaving the site | 1                           | Bonafides of persons entering premises or restricted areas verified by checking relevant details on identification documents                     |
|                |   | 2                           | Issues and return of entry passes controlled according to assignment instructions  |
|                |   | 3                           | Incidents which infringe employer/client instructions reported and recorded  |
|                |   | 4                           | Persons attempting to gain entry without authorisation reported and recorded as appropriate  |
|                |   | 5                           | Visitors received in an appropriate manner, appropriate person(s) notified and escort provided if necessary according to assignment instructions |
| 2              | Inspect baggage and/or vehicles               | 1                           | Request to search person's property made according to assignment instructions, and having regard to legal requirements                           |
|                |   | 2                           | Justification for search of person's property clearly established having regard to federal, state or territory laws                              |
|                |   | 3                           | Search carried out according to assignment instructions  |
|                |   | 4                           | Improper items, Dangerous Goods and prohibited items found during search are dealt with according to assignment and legal requirements           |
|                |   | 5                           | Client notified of items found during search, further instructions sought and acted upon where necessary   |
|                |   | 6                           | Persons refusing search request reported and dealt with according to assignment instructions, including denial of entry                          |
| 3              | Manage vehicular traffic                      | 1                           | Vehicle access and issue of vehicle passes controlled according to assignment instructions   |
|                |   | 2                           | Vehicle parking permitted according to assignment instructions, relevant laws and by-laws  |
|                |   | 3                           | Vehicle incidents or accidents reported to appropriate person and recorded   |

|   |   |   |   |
|---|---|---|---|
| 4 | Check loads and manifests entering and leaving site | 1 | Vehicle access and issue of vehicle passes controlled according to assignment instructions                                    |
|   |   | 2 | Items being transported from the premises or site checked against relevant documentation according to assignment instructions |
|   |   | 3 | Vehicles entering/leaving the site checked and/or monitored according to assignment instructions                              |
| 5 | Manage access control systems                       | 1 | Keys and key cards controlled, recorded and monitored according to assignment instructions                                    |
|   |   | 2 | Controllable physical barriers operated according to assignment instructions  |
|   |   | 3 | Keypad and alarm entry systems activated and deactivated according to prescribed procedures and client's instructions         |
| 6 | Lock/unlock buildings                               | 1 | Keys, keypads, key cards and alarm panels to secure premises used according to maker/client instructions                      |
|   |   | 2 | Premises patrolled according to assignment requirements during opening/lock up procedures                                     |
|   |   | 3 | Mechanical services and office equipment turned off according to instructions   |
|   |   | 4 | Client/assignment site log book maintained  |

#### RANGE OF VARIABLES

Identification documents may include:

ID cards; temporary passes; work permits; load manifests; goods receipts

Incidents may include:

refusal to show pass; lost pass; using a pass belonging to another party; accidents resulting in injury; vehicles incorrectly parked; stolen vehicles; forced entry of persons and/or vehicles; unauthorised items found during search

Persons may include:

visitors; sales representatives; contractors; all persons with valid reason for entering premises; emergency services; demonstrators

Types of assignments do not include:

airports, courthouses and establishments with specialists screening sites

Types of barrier may include:

security turnstiles; airlock systems; traffic barriers; remotely operated doors, shutters and gates; keypads and card entry systems; computerised entry systems

Times are all times specified by assignment instructions

Key control systems may be various

Log book is client site log

Assignment instructions may include reference to relevant Security Regulations..

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG10A: Screen baggage and people to minimise security risk.

### Guidance for Assessment

Evidence should include the proper operation of a variety of access control systems and associated equipment relevant to the assignment.

Evidence should include demonstrated capacity to correctly:

- \* secure premises and systems according to assignment instructions
- \* interpret assignment needs and instructions and deal with a variety of site monitoring situations
- \* identify items and goods which may be illicit, stolen or otherwise inappropriate and take necessary action

In situations requiring the security of Airports, evidence of competency should include demonstrated capacity to correctly identify items and goods which may illicit, stolen, prohibited and/or dangerous and to process confiscated items,

Evidence may be derived from properly maintained:

- \* log books
- \* visitor's book
- \* vehicle book
- \* incident reports
- \* computer entries and manifests
- \* key register; and that all keys are accounted for
- \* Confiscation certificates

### Underpinning Knowledge

relevant federal, state or territory laws and local by-laws  
assignment instructions  
alarm systems and locations  
communication codes  
operation of communication equipment  
control system operation

client's instructions  
surveillance techniques  
risk factors  
site layout  
building security procedures  
Dangerous goods  
Confiscation procedures (where relevant)

## **Underpinning Skills**

ability to communicate clearly with clients/customers  
giving instructions  
conducting a search (baggage, vehicles, loads)  
directing traffic  
locking and unlocking buildings  
record keeping  
observation  
monitoring  
recording information and report writing  
manage a crime scene prior to the arrival of relevant authorities

## **Resources Required for Assessment**

Access to a relevant venue, security equipment and materials  
Assignment instructions  
Logbooks  
Operational manuals and makers'/customers' instructions (if relevant)  
Assessment instruments, including personal planner and assessment record book  
Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG03A Maintain safety of premises and personnel

This unit deals with effectively managing potential safety hazards including fire alarms, emergency situations, bomb threats and building evacuations. It covers competencies required to maintain the 'safety' as distinct from 'security' aspects of premises and the subsequent impact on people.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Respond to fire or safety alarm calls                  | 1                    | Nature of emergency or safety situation established   |
|         |  | 2                    | Relevant emergency service contacted immediately and given details of the emergency situation                             |
|         |  | 3                    | Emergency service access to site provided as necessary  |
|         |  | 4                    | Emergency services provided with assistance and support according to capabilities and situation presented                 |
|         |  | 5                    | Client notified of emergency situation according to assignment instructions   |
|         |  | 6                    | All reports follow approved format and compiled in a legible manner   |
|         |  | 7                    | Any need for changes to site operating procedures noted and brought to the attention of appropriate person                |
| 2       | Take preventative action on potential security hazards | 1                    | Potential hazard clearly identified, located and documented according to assignment instructions                          |
|         |  | 2                    | Risk from potential hazard reduced if possible, and within own area of responsibility                                     |
|         |  | 3                    | Follow-up action taken according to assignment instructions   |
| 3       | Manage emergency situations                            | 1                    | Emergency situations investigated assessed and appropriate action taken immediately                                       |
|         |  | 2                    | Information identifying location and type of emergency given to appropriate services according to assignment instructions |
|         |  | 3                    | Onlookers/crowds/other persons controlled and kept at a safe distance from the emergency                                  |
|         |  | 4                    | Access points for emergency services kept free from obstructions  |
|         |  | 5                    | All instructions received from emergency services carried out   |

|   |                        |   |  |
|---|------------------------|---|--|
|   |                        | 6 | Client notified of emergency situation according to assignment instructions                                  |
|   |                        | 7 | Complete written report made according to assignment instructions  |
| 4 | Conduct evacuations    | 1 | Need to conduct evacuation determined according to assignment instructions                                   |
|   |                        | 2 | Instructions and explanations given clearly  |
|   |                        | 3 | Evacuation of premises carried out according to building/site evacuation plan and/or assignment instructions |
| 5 | Respond to bomb threat | 1 | Bomb threat evacuation procedures initiated as per assignment instructions                                   |
|   |                        | 2 | Management/emergency services informed immediately   |
|   |                        | 3 | Special instructions from management or emergency services carried out                                       |
|   |                        | 4 | Emergency services access points kept free from obstructions   |
|   |                        | 5 | Area around identified suspect package or location isolated, evacuated and monitored as appropriate          |

### RANGE OF VARIABLES

Types of emergencies may include:  
chemicals; mains; medical alarms; industrial gases; suspicious parking; highly flammable material; bomb; explosive device. hijack

Types of fires may include:  
electrical; gaseous substances; flammable liquid, solid combustible material

Contact with relevant emergency services may be made by:  
telephone and mobile phone; 2-way radio-portable and installed; dedicated communications link; alarm (eg. hold up)

Relevant emergency services may include:  
fire; ambulance; state or territory emergency services; police; army bomb disposal unit

Potential security hazards may include:  
potential explosives; levels of vats; pressure levels; safety risks; storage of chemicals; criminal acts; faulty building works; faulty or broken equipment; gases; damaged glass; suspicious or armed persons; atmospheric contaminants; fire

Reduction of hazard risk may be achieved by:  
removing potential hazard; closing off area; marking area or potential hazard; notify management eg. fuel spill; evacuation

Appropriate persons may include:  
building/centre management; maintenance staff; any other person who could reasonably be expected to deal with the potential hazard

Isolation may include:  
coordinating, evacuating

Types of premises may include:  
all premises within officer's responsibility; those defined in assignment instructions

Evacuation of premises to be made via:  
prescribed primary route(s); designated alternative route(s)

Safety alarms may include:  
date/person alarm; medical alarms; hold-up alarms

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed with Unit PRSSG01A: Maintain the security of premises and property

### Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* assess a variety of potential hazards and initiate action to eliminate, reduce or otherwise deal with the hazard
- \* select and use appropriate fire-fighting equipment
- \* follow emergency procedures and comply with requests from emergency services
- \* assess a variety of potentially dangerous situations requiring the movement of persons
- \* implement established plans and procedures to control the movement of persons
- \* implement bomb-threat procedures

Evidence includes accurately completed and maintained:

- \* log books
- \* incident reports

### Underpinning Knowledge

basic fire fighting equipment  
emergency and evacuation procedures and instructions  
potential hazards and risks  
site layout and access points  
sprinkler/emergency systems  
bomb threat procedures and instructions  
occupational health and safety requirements  
site plant and equipment

assignment instructions

## **Underpinning Skills**

ability to communicate instructions to people in emergency situations  
follow procedures  
identify risks and hazards  
direct persons/vehicles  
operate basic fire fighting equipment  
recording information and report writing

## **Resources Required for Assessment**

Access to a relevant venue, communication equipment and materials  
Assignment instructions and site layout and access points  
Logbooks  
Operational manuals and makers'/customers' instructions (if relevant)  
Assessment instruments, including personal planner and assessment record book  
Access to a registered provider of assessment services  
Basic fire fighting equipment

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG04A Communicate in the workplace

This unit deals with maintaining effective standards of communication with clients and customers in the workplace.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Act on instructions from supervising staff   | 1                    | Response to directions/instructions dealt with so as to ensure the task is carried out and the requirements met   |
|         |  | 2                    | Instructions clarified to ensure complete understanding of the tasks and the requirements                         |
|         |  | 3                    | Instructions carried out to ensure that specified time frames are met   |
|         |  | 4                    | Disagreements over instructions resolved using appropriate conflict resolution procedures                         |
| 2       | Manage information relating to the workplace | 1                    | Information organised in a clear, concise and logical manner to allow efficient reference and retrieval           |
|         |  | 2                    | Workplace documents completed according to legal and employer requirements  |
|         |  | 3                    | Security of documents and information ensured by adherence to assignment instructions                             |
| 3       | Document incidents                           | 1                    | All information relevant to and surrounding the incident recorded according to employer requirements              |
|         |  | 2                    | Document set out, presented and maintained in an appropriate format and according to legal requirements           |
|         |  | 3                    | Document written using language that is clear and to the point  |
| 4       | Communicate verbally                         | 1                    | Language used in all verbal communication is clear, concise and appropriate to client and assignment requirements |
|         |  | 2                    | Communication effectively maintained by use of approved terminology and call signs in all radio communications    |
| 5       | Interact with the customer                   | 1                    | Customer/client greeted appropriately by use of the recognised company greeting on all occasions                  |

|   |   |   |  |
|---|---|---|--|
|   |   | 2 | Customer/client needs established through use of effective questioning, listening and summarising skills                   |
|   |   | 3 | Customer/client needs satisfied and recorded where necessary according to assignment instructions                          |
| 6 | Provide advice to clients, customers and the public | 1 | Information provided based on accurate assessment of customer/client needs and is presented in a clear and succinct manner |
|   |   | 2 | Range of options identified and clearly presented, when available  |
|   |   | 3 | Details of advice given recorded and filed for reference as appropriate  |
|   |   | 4 | Advice provided according to assignment instructions   |

#### RANGE OF VARIABLES

Officer's responsibilities are as defined in assignment instructions

Instructions may include:  
directions; requests; written or verbal

Persons making requests may be:  
supervisors; managers; colleagues; members of the public; clients

Format of documents may be as specified by employer or client

Customers may include:  
external customers; internal customers; representatives of related services; contractors;

Documents may include:  
employer policy and procedures; security plans; incident reports; daily/weekly reports; shift reference file; assignment instructions; key register; message book; security notebook; site plans

Modes of communication may include:  
telephone; face to face; electronic media; documents

Advice includes:  
site, client, employer information

Customer/client needs may include:  
information; advice; direction

#### EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed with Unit PRSSG05A: Manage conflict and Unit PRSSG17A: Maintain an effective relationship with clients and customers.

## Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* accurately act on a variety of work-related instructions
- \* communicate effectively in a variety of situations and with a diverse client/customer base

Evidence should include:

- \* correctly completed and maintained workplace documents including logs, journals or records that confirm instructions are carried out
- \* correctly maintained filing systems

## Underpinning Knowledge

assignment instructions and approved company greeting  
own and supervisor's areas of responsibility and authority  
required documentation procedures  
approved communication terminology and call signs

### Underpinning Skills

operation of communications equipment and systems  
written communication  
verbal communication  
observation  
follow instructions  
filing  
recording information and report writing

## Resources Required for Assessment

Access to a relevant venue  
Assignment instructions  
Logbooks, journals, filing systems, communications equipment  
Operational manuals and makers'/customers instructions (if relevant)  
Assessment instruments, including personal planner and assessment record book  
Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG05A Manage conflict

This unit deals with handling, defusing and resolving difficult situations occurring in the workplace. These include conflict situations occurring amongst members of the public and between members of the public and the security officer with minimum use of force

This unit may be contextualised to provide the same outcome as Unit THHBTHS04A (Tourism and Hospitality): Manage intoxicated persons when applied in the Tourism and Hospitality industry.

| ELEMENT |                              | PERFORMANCE CRITERIA |   |
|---------|------------------------------|----------------------|---|
| 1       | Identify conflict situations | 1                    | Conflict situation identified   |
|         |                              | 2                    | Person(s) involved dealt with in a manner appropriate to the situation and according to assignment instructions and employer policy |
|         |                              | 3                    | Assistance sought as appropriate  |
|         |                              | 4                    | Conflict situations and/or persons reported to the appropriate personnel according to assignment instructions                       |
| 2       | Manage conflict situation    | 1                    | Conflict assessment and management techniques used to establish possible solutions  |
|         |                              | 2                    | Minimum force options proposed to resolve conflict including verbal and physical options.   |
|         |                              | 3                    | Assistance sought to deal with unresolved conflicts as required and according to assignment instructions                            |
|         |                              | 4                    | Interaction terminated tactfully when appropriate   |

#### RANGE OF VARIABLES

Conflict situations are those occurring between members of the public and security personnel and may include: difficult people (including those under the influence of drugs and alcohol); ejection of people from the premises (where authority exists); those in breach of legal requirements; pickets; lockouts; demonstrations; refusal to submit to search; persons attempting to bring prohibited items into the premises (eg. cameras, matches, alcohol); people ignoring the client's policies and OH&S requirements; legal disputes; refused entry/seeking re-entry; refusal to produce ID/comply with request. Refusal to submit to search or screening, matters affecting

Persons may include:  
clients; customers; visitors; contractors; staff

Conflicts are those:

occurring between members of the public and security personnel, and affecting the security or safety of persons, premises, sterile areas, or property within the officer's responsibilities; occurring between security officers and agents/staff of the client

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG04A, Communicate in the workplace. This unit and Unit THHBTHS04A, in the Tourism and Hospitality standards, may be linked for the purpose of assessment. This unit is a requirement of occupational licensing in New South Wales.

### Guidance for Assessment

Evidence should include a demonstrated capacity to assess conflict situations and propose solutions

Evidence of competency may include observation of performance which:

- \* identifies conflict situations
- \* deals with person(s) in an appropriate manner and according to assignment instructions and company policy
- \* seeks assistance where appropriate
- \* reports person(s) to appropriate personnel in accordance with assignment instructions
- \* uses conflict assessment and management techniques to establish possible solutions
- \* follows suitable options to resolve conflict
- \* seeks assistance to deal with unresolved conflicts
- \* terminates interaction tactfully where appropriate

When applied in the Tourism and Hospitality industry, as when handling 'intoxicated persons', the following criteria need to be addressed:

1. Assessment of legal status for entry to premises where alcohol is sold/accessed
2. Assessment of levels of intoxication
3. The application of appropriate and approved procedures
4. Strategies used to remove (intoxicated) persons from the premises
5. The level of customer service protocols applied
6. Compliance with relevant State and Territory liquor legislation
7. Use of force continuous guidelines

### Underpinning Knowledge

assignment instructions and/or client brief  
company policy and procedures  
legal requirements  
use of force continuum guidelines  
Legislative requirements in relation to trespass and Right of Access

### **Underpinning Skills**

conflict resolution skills  
tact and discretion when handling conflict situations  
assessment of situations requiring back-up assistance  
communication  
problem solving  
listening  
incident reporting

### **Resources Required for Assessment**

- Access to a relevant venue and audiovisual equipment (if relevant), communications equipment likely to be used in crowd control (if relevant)
- Case studies
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG06A Maintain Occupational Health and Safety

This unit deals with recognising potential health and safety risks and the procedures and action needed to eliminate or minimise those risks.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Identify OH&S risks   | 1                    | Potential hazards and identified hazards are recognised  |
|         |   | 2                    | Hazards and potential hazards are immediately rectified where possible and/or temporary action instigated to minimise risk until a permanent fix is in place |
|         |   | 3                    | Identified and potential hazards to health and safety are recorded and reported according to organisation's procedures and assignment instructions           |
|         |   | 4                    | Duties undertaken and procedures used comply with employer/client health and safety codes of practice, and relevant Occupational Health and Safety Act       |
| 2       | Contribute to the ongoing development of the organisation's OH&S procedures | 1                    | Issues which may improve or enhance organisation's and/or site OH&S noted and communicated to appropriate client/employer representative                     |
|         |   | 2                    | Client/employer request for contribution to OH&S matters clarified when necessary and actioned   |
|         |   | 3                    | Contributions made within scope of responsibilities, competence and employer procedures  |

#### RANGE OF VARIABLES

Risks include all risks internal and external to premises under officer's responsibilities and/or risk to officer's own health and safety

OH&S acts and regulations are those set out in federal, state or territory legislation

A hazard is a dangerous condition, either potential or inherent, which can interrupt or interfere with progress of a work activity

Hazards and potential hazards may be identified at any other time

Hazards and potential hazards may include:

- exposure to toxic substances
- risk of infectious diseases
- decontamination re field infection

- bodily fluids and weapon wounds
- non-compliance with safety requirements
- biological contagion
- equipment failure
- vehicles
- firearms

Equipment may include gloves, protective clothing/shoes, hard hats, safety glasses, hearing protection

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

Where workplace observation is not practicable, simulations may be used. May be assessed with any other unit(s) in this standard.

### Guidance for Assessment

Evidence should include:

- \* knowledge of the hierarchy of eliminating or controlling risks
- \* knowledge of role and responsibilities of workplace health and safety delegate
- \* demonstrated capacity to detect and respond to a variety of hazards and potential hazards
- \* demonstrated capacity to adhere to assignment instructions regarding specific hazards
- \* correctly completed and maintained:
  - \* site log or notification sheet
  - \* housekeeping log (equipment)
  - \* verbal or written submissions/proposals outlining potential hazards

### Underpinning Knowledge

employer/client OH & S policies and procedures  
the use of personal safety equipment and special clothing  
availability and contact numbers of emergency services  
employee responsibilities and obligations  
legal health and safety ramifications  
relevant OH & S acts and regulations

### Underpinning Skills

labelling and storage of hazardous substances  
the use of personal safety equipment and special clothing

**Resources Required for Assessment**

- Access to a relevant venue; a selection of personal protective equipment including a first aid box
- Assignment instructions, log books or notification sheet, emergency services information and contact numbers, HAZCHEM data sheets
- enterprise OH&S policy and relevant codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG07A Manage own performance

This unit deals with effectively managing own workload and quality of work.

| ELEMENT |                                     | PERFORMANCE CRITERIA |  |
|---------|-------------------------------------|----------------------|--|
| 1       | Plan for completion of own workload | 1                    | Tasks accurately identified  |
|         |                                     | 2                    | Priority allocated to each task  |
|         |                                     | 3                    | Time lines allocated to each task or series of tasks   |
|         |                                     | 4                    | Tasks deadlines known and complied with whenever possible  |
|         |                                     | 5                    | Work schedules are known and completed within agreed time frames   |
|         |                                     | 6                    | Work plans developed according to assignment requirements and employer policy  |
|         |                                     | 7                    | Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons |
| 2       | Maintain quality of own performance | 1                    | Personal performance continually monitored against agreed performance standards  |
|         |                                     | 2                    | Advice and guidance sought when necessary to achieve or maintain agreed standards  |
|         |                                     | 3                    | Guidance from management applied to achieve or maintain agreed standards   |
|         |                                     | 4                    | Standard of work clarified and agreed according to employer policy and procedures  |

#### RANGE OF VARIABLES

Tasks may be identified through:  
assignment instructions; verbal instructions by senior officer; policy documents; duty statements;  
self assessment

Tasks may be:  
daily tasks; weekly tasks; regularly or irregularly occurring tasks

Performance measures and indicators may be those in:  
assignment instructions; procedures established in policy documents

#### EVIDENCE GUIDE

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed with any other unit(s) in the Security standards.

### **Guidance for Assessment**

Verbal or written work plan assessed through observation and discussion of site and employer requirements  
Demonstrated capacity to complete task within specified time frame

### **Underpinning Knowledge**

site and assignment requirements  
employer policy on performance management  
indicators of appropriate performance for each area of responsibility  
steps for improving or maintaining performance

### **Underpinning Skills**

capacity to plan and prioritise security work loads and requirements  
time and task management

### **Resources Required for Assessment**

- Access to a relevant venue
- Assignment instructions , work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG08A Operate basic security equipment

This unit deals with operating basic security equipment including computers and communication equipment.

| ELEMENT |                                  | PERFORMANCE CRITERIA |   |
|---------|----------------------------------|----------------------|---|
| 1       | Operate communication equipment  | 1                    | All equipment regularly checked to ensure it is operational   |
|         |                                  | 2                    | All equipment is operated according to standard operating procedures                                      |
| 2       | Operate computer equipment       | 1                    | Information entered according to software instructions and sequences, and standard operating procedures   |
|         |                                  | 2                    | Information entered, assessed and checked for reliability and accuracy                                    |
|         |                                  | 3                    | Information updated regularly where appropriate   |
| 3       | Check basic monitoring equipment | 1                    | Records legibly maintained according to assignment details  |
|         |                                  | 2                    | Alarm sectors tested according to assignment instructions   |
|         |                                  | 3                    | Faulty equipment identified and steps taken to rectify the situation according to assignment instructions |

#### RANGE OF VARIABLES

Communication equipment may include:  
portable and mounted 2-way radio; mobile phones, fax; pagers

Records may include:  
alarm generations

Computerised systems may include:  
Alarm systems - fire, mechanical services, lifts, emergency; energy management programs - various manufacturers

Those specified in assignment instructions

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG02A: Control access to and exit from premises, Unit PRSSG03A: Maintain safety of premises and personnel, Unit PRSSG10A: Screen baggage and people to minimise security risk and Unit PRSSG12A: Provide for safety of persons.

### **Guidance for Assessment**

Evidence should include demonstrated capacity to:

- \* correctly select and search computer menus as appropriate
- \* accurately enter a variety of relevant data
- \* check and test monitoring equipment and nominate the steps necessary to rectify the situation

### **Underpinning Knowledge**

site and required monitoring equipment  
operating and maintenance procedures for fire equipment  
assignment instructions  
types of communication systems as appropriate  
employer requirements regarding collection and input of data

### **Underpinning Skills**

basic keyboard skills  
identifying faulty equipment  
operate communication systems  
operate basic security equipment  
fault identification

### **Resources Required for Assessment**

- Access to a relevant venue and equipment
  - Assignment instructions, work plans and schedules, policy documents and duty statements
  - Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG09A Apprehend offenders

This unit deals with the apprehension of people while undertaking security assignments.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Establish if lawful arrest should be effected | 1                    | Behaviour of suspect clearly identified as constituting an offence according to relevant federal, state or territory laws or by-laws                                 |
|         |   | 2                    | Relevant circumstances identified which clearly establish that an offence has been committed according to relevant federal, state or territory laws or local by-laws |
|         |   | 3                    | Proof of offence established according to relevant federal, state or territory laws or local by-laws to justify an arrest  |
|         |   | 4                    | The need for arrest is established   |
|         |   | 5                    | Assessment made to ensure that arrest can be effected with minimum danger to self and the public   |
| 2       | Prepare for apprehension                      | 1                    | Course of action in effecting the arrest identified according to relevant federal, state or territory legal requirements or local by-laws                            |
|         |   | 2                    | Relevant personnel notified of imminent arrest if appropriate and back-up called for as required   |
|         |   | 3                    | Safety of self, offender and the general public considered   |
|         |   | 4                    | Optimum time, opportunity and location selected to effect the arrest in order to ensure safety and to comply with assignment instructions, if appropriate            |
| 3       | Perform the arrest                            | 1                    | Need to restrain or secure offender established and action taken according to relevant federal, state or territory laws or local by-laws and assignment instructions |
|         |   | 2                    | Legal rights of person being arrested observed at all times  |
|         |   | 3                    | Offender approached; identity and authority of arresting officer communicated to offender where possible   |
|         |   | 4                    | Reasons for arrest conveyed to offender in a clear and concise manner  |

|   |                        |   |
|---|------------------------|---|
|   |                        | where possible  |
|   | 5                      | Offender and/or property searched to obtain evidence to support arrest if necessary, where possible, and within legal limitations |
|   | 6                      | Offender and/or property searched to obtain articles that may be used to harm self or others                                      |
|   | 7                      | Agreed OH&S procedures are applied  |
| 4 | Detain arrested person |   |
|   | 1                      | Arrested person detained according to assignment instructions and having regard to legal constraints                              |
|   | 2                      | Police notified and supplied with all relevant details and evidence associated with the arrest                                    |
|   | 3                      | Client informed of arrest according to assignment instructions  |
|   | 4                      | Account of arrest recorded according to assignment instructions and legal requirements  |
|   | 5                      | Due legal cause clearly established in report to police, client or employer   |

#### RANGE OF VARIABLES

Categories of customer, employers, "thieves" apply as specified in Retail environment

Monitoring may take place by means of visual, camera, electronic, other communications

Apprehension procedures may be those detailed in the assignment instructions

Time, opportunity and location of arrest may be selected based on:  
safety; discretion; assignment instructions

In the Retail industry, categories of customer, employees, "thieves" apply as specified in assignment instructions

Documentation standards for voluntary statements vary according to assignment instructions

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above

- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence should include demonstrated capacity to:

- \* interpret and adhere to agreed and lawful observation procedures
- \* detect suspicious or unusual behaviour under a variety of security observation conditions and circumstances
- \* accurately identify offences justifying apprehensions
- \* formulate and apply a plan to apprehend offender in a safe, discreet and timely manner

### **Underpinning Knowledge**

effective methods of restraint, control and detention  
assignment instructions  
employer policy and procedures regarding surveillance and apprehension  
relevant federal, state or territory laws, and local by-laws covering the legal limitations of a security officer  
relevant OH&S policies  
safety considerations  
requirements for proof of offence  
legal rights of person being apprehended  
Understanding of Court process

### **Underpinning Skills**

ability to distinguish the difference between normal and deviant behaviour  
observation and monitoring of activities  
communication skills  
giving instructions  
conducting a search  
establishing proof of offence  
operating communications equipment

### **Resources Required for Assessment**

- Access to a relevant venue and relevant communications hardware and
- Access to relevant record-keeping systems
- Assignment instructions
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG10A Screen baggage and people to minimise security risk

This unit deals with the screening of individuals and baggage in order to ensure the security of premises. The unit also deals with the use of screening equipment.

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| <b>ELEMENT</b> |   | <b>PERFORMANCE CRITERIA</b> |  |
|----------------|---|-----------------------------|--|
| 1              | Operate screening equipment             | 1                           | Preliminary testing of equipment performed to maker's specification  |
|                |   | 2                           | Images and alarms continually and consistently monitored and interpreted   |
|                |   | 3                           | Prohibited and/or hazardous items identified and appropriate action taken according to assignment and legal requirements                                       |
|                |   | 4                           | Faults, damage to security equipment reported and recorded according to assignment instructions  |
| 2              | Undertake search of persons or property | 1                           | Need to undertake search of person/ property appropriately identified  |
|                |   | 2                           | Search conducted according to federal, state or territory laws   |
|                |   | 3                           | Search carried out in an appropriate manner according to assignment instructions   |
|                |   | 4                           | Persons or people whose property is being searched provided with an explanation of the reason for the search   |
|                |   | 5                           | Search carried out only at appropriate locations and by persons of the same gender where possible according to specific legislation or assignment instructions |

**RANGE OF VARIABLES**

Search of persons may include:  
body search; pat down

Premises may include:  
airports; aircraft; government and private offices; law courts; concerts; large public gatherings; schools

Legal constraints include those laid down in federal/state/territory acts/legislation. In Airports, these may include Department of Transport Regulations relating to the preliminary testing of equipment to maker's specifications

Prohibited and/or hazardous items include those specified by the customer or client and by federal, state or territory statutes as detailed in the assignment instructions

Gender equity provisions for person-searches are generally prescribed

Screening equipment may include:  
hand held; walk through; conveyor type; dogs, x-ray machines

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG02A: Control access to and exit from premises

### Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* identify and detect items and goods which may be problematic or otherwise inappropriate, including dangerous goods and prohibited items and take necessary action
- \* clearly indicate authority to customers and the public by means of physical presence

### Underpinning Knowledge

relevant federal, state or territory laws  
assignment and legal requirements and procedures regarding search of persons  
legal and client requirements associated with the seizure of goods  
screening equipment manufacturer's operating instructions

In airports, these may include Department of Transport testing requirements for screening equipment

### Underpinning Skills

ability to clearly communicate search/screening related requests  
discretion in observing and/or searching  
observation  
monitoring

In airports security, these may include the identification of x-ray images, including organic and inorganic, metallic and non-metallic items and  
Bility to use screening equipment to accurately identify dangerous goods or prohibited items as per assignment instruction and regulations

### Resources Required for Assessment

- Access to a relevant venue, baggage screening equipment and communications equipment
- Assignment instructions
- Security procedures and manuals
- Equipment manufacturers' operating specifications and guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG11A Escort and carry valuables

This unit deals with the safe escort and carrying of valuables. It does not include the competencies required for transport of valuables within an armoured vehicle. People working in the armoured guard cash-in-transit area of the security industry should refer to the Transport Security Standards before deciding on the appropriate selection of elective units.

| ELEMENT |                               | PERFORMANCE CRITERIA |   |
|---------|-------------------------------|----------------------|---|
| 1       | Prepare for escort assignment | 1                    | Assignment requirements identified and clarified where necessary  |
|         |                               | 2                    | Resource requirements assessed and obtained according to assignment instructions  |
|         |                               | 3                    | Adequacy of resources appropriate to the assignment confirmed   |
| 2       | Undertake escort              | 1                    | Potential threats/problems during assignment identified and acted upon according to the situation presented and assignment instructions |
|         |                               | 2                    | Escort undertaken in a calm and professional manner according to assignment instructions  |

### RANGE OF VARIABLES

Assignment requirements are those specified in client brief and/or assignment instructions

Resources may include:  
transport; receptacles; firearms and equipment; specific knowledge and skills

Client procedures are those laid down in the assignment instructions

Valuables may include:  
documents; precious stones; jewellery; bullion; cash; artworks

Potential threats may include:  
hold up; vehicle accidents; suspicious circumstances

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### **Guidance for Assessment**

Evidence should include demonstrated capacity to:

- \* carry out escort assignments in a manner appropriate to assignment needs
- \* monitor and assess all factors which might impact the escort security and react in an appropriate manner where necessary

#### **Underpinning Knowledge**

equipment required to complete the assignment  
assignment procedures

#### **Underpinning Skills**

skills in the assessment and monitoring of factors which may affect the safety and security of the escort both prior to and during its conduct  
observation skills in identifying the likely source of risks

#### **Resources Required for Assessment**

- Access to a relevant venue, baggage screening equipment and communications equipment
- Assignment instructions
- Security procedures and manuals
- Equipment manufacturers' operating specifications and guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG12A Provide for safety of persons

This unit deals with ensuring the safety of persons under various assignment conditions and includes the escort of persons.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Identify potential threats to client safety | 1                    | Assignment arrangements clarified where necessary and resource requirements assessed and identified   |
|         |   | 2                    | Factors which may affect the safety of the escorted person are identified and acted upon according to the situation presented and assignment instructions |
|         |   | 3                    | Escorted person advised appropriately of all factors which may affect their safety  |
| 2       | Escort persons                              | 1                    | Escorting of people carried out according to assignment instructions  |
|         |   | 2                    | People escorted in a manner appropriate to the assignment   |
|         |   | 3                    | Appropriate responses to changing circumstances formulated and reassessed throughout the assignment   |

#### RANGE OF VARIABLES

Factors affecting safety include:  
stairways, ledge drop offs and stage barriers

Resources may include:  
transport; receptacles; firearms and equipment

Persons may include:  
royalty; heads of state; political leaders; executive personnel; entertainers, but not prisoners/offenders

Threats include:  
people; substances; weapons; physical objects

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance

- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### **Guidance for Assessment**

Evidence should include demonstrated capacity to:

- \* accurately identify and assess all factors which might impact the safety of the escorted person, and the capacity to convey that information to the person when and if appropriate
- \* accurately assess a variety of assignment needs and instructions, and determine approaches and resources to be applied

#### **Underpinning Knowledge**

equipment required to complete the assignment  
assignment procedures regarding the escort of people

#### **Underpinning Skills**

observation skills in identifying the likely source of risks  
interpersonal and communication skills required to carry out escort assignments  
interpersonal communication  
following instructions

#### **Resources Required for Assessment**

- Access to a relevant venue, transport and communications equipment
  - Assignment instructions
  - Security procedures and manuals
  - Equipment manufacturers' operating specifications and guidelines
  - Firearms (if relevant)
  - Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG13A Control crowds

This unit deals with the assessment of venue sites, control of crowd size and behaviour and direction of crowds.

| ELEMENT |                                     | PERFORMANCE CRITERIA |   |
|---------|-------------------------------------|----------------------|---|
| 1       | Inspect venue                       | 1                    | Precautionary crowd exit procedures anticipated on arrival by identifying the number and location of exits, unlocking these as required and recording crowd exit details according to assignment requirements |
|         |                                     | 2                    | Communication between security personnel within the venue site ensured  |
|         |                                     | 3                    | Communication equipment is checked and working order confirmed  |
| 2       | Provide security presence           | 1                    | Security of venue indicated to crowd by taking up a guard position which provides maximum exposure and minimum risk   |
|         |                                     | 2                    | Current security status of the venue and crowd communicated regularly and as required to the supervisor or duty manager   |
| 3       | Monitor crowd size                  | 1                    | Maximum crowd size ascertained from assignment instructions   |
|         |                                     | 2                    | Crowd size monitored to ensure set maximum limit not exceeded   |
| 4       | Respond to potential crowd problems | 1                    | Persons or situations that may cause a breach of client licence are identified and appropriate action taken   |
|         |                                     | 2                    | Potential problems identified and action taken according to assignment instructions   |
|         |                                     | 3                    | Persons behaving in a potentially disruptive manner are approached and advised of conditions of acceptable behaviour in an appropriate manner according to assignment requirements                            |
| 5       | Monitor crowd behaviour and safety  | 1                    | Unusual crowd patterns, behaviours and mood changes identified  |
|         |                                     | 2                    | Identified problem spots reported or acted on as required by assignment instructions  |
|         |                                     | 3                    | Site/venue access controlled according to assignment instructions   |

|   |               |   |   |
|---|---------------|---|---|
|   |               | 4 | Distress alarms responded to according to assignment instructions   |
|   |               | 5 | Potential safety problems identified, notified to appropriate personnel and actioned as appropriate                 |
|   |               | 6 | Need for back-up support recognised and acted upon immediately  |
|   |               | 7 | Force used no more than necessary to render the situation harmless according to assignment and legal requirements   |
| 6 | Direct crowds | 1 | People directed to correct location(s) as specified and according to previously identified crowd control measures   |
|   |               | 2 | People directed in a manner appropriate to the situation and according to assignment, client and legal requirements |
|   |               | 3 | People directed in a manner which minimises risk of injury to crowd and self  |

#### RANGE OF VARIABLES

Venues may include:

outdoor and indoor venues; private functions; public events; licensed premises; sporting events; protests

Communication equipment may include:

2-way radio; telephone; mobile telephone; public address system; megaphone; hand signals

Persons posing a potential threat to client's safe operation of venue may include:

intoxicated persons; under-age persons; persons under the influence of prohibited substances; persons causing a public nuisance

Indications of disruptive or potentially disruptive behaviour may include:

noise build up; greater concentration of crowds; crowds or individuals under the influence of alcohol/drugs; individuals in an unsuitable location

Potential hazards may include:

conflict between members of the crowd; conflict between security staff and members of the crowd; demonstrations; use of alcohol/drugs; failure to comply with direction/request from authorised person; noise, light, heat, limited space, fatigue, glass, furniture and fittings, stairways, smoke, weapons, clothing, equipment, lack of facilities (eg. toilets) decorations and utilities

Use of force continuum guidelines include those set down by federal, state or territory police services

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence should include capacity to:

- \* accurately evaluate site/venue layout prior to assignment
- \* assess and communicate security status of the venue to nominated personnel
- \* detect disruptive and potentially disruptive behaviour and deal with it in an appropriate manner
- \* maintain a professional presence as a deterrent to potentially disruptive individuals and groups
- \* accurately identify crowd size problems and assess steps to be taken
- \* apply use of minimum force continuum guidelines

### **Underpinning Knowledge**

relevant federal/state/territory laws, regulations and local by-laws  
assignment requirements  
use of communications equipment and systems  
distress alarm and action to be taken  
crowd exit procedures  
client licensing requirements  
identify need for back-up support  
potential safety or security problems  
use of force continuum guidelines

### **Underpinning Skills**

conflict resolution skills  
following instructions  
interpersonal communication  
problem solving  
skills in the assessment and monitoring of crowd behaviour, size, safety and direction  
operate communications equipment and systems  
observation  
monitoring  
identify crowd mood changes  
respond to alarms

### **Resources Required for Assessment**

- Access to a relevant venue, transport and communications equipment
- Assignment instructions
- Security procedures and manuals
- Equipment manufacturers' operating specifications and guidelines
- Firearms (if relevant)
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG14A Maintain prisoner security during escort

This unit describes the skills necessary to escort prisoners between locations and within locations (eg. courts). The unit includes the necessary knowledge of legal requirements in escorts of this nature. The unit does not cover the competencies necessary to escort prisoners within prisons.

| <b>ELEMENT</b> |  | <b>PERFORMANCE CRITERIA</b> |   |
|----------------|--|-----------------------------|---|
| 1              | PRSSG14A/01<br>Identify prisoner escort requirements   | 1                           | Resource requirements for escort assessed and obtained according to assignment instructions   |
|                |  | 2                           | Need for additional resources identified and appropriate steps taken prior to escort assignment   |
|                |  | 3                           | Proposed route and need for support staff determined and/or clarified according to assignment instructions  |
|                |  | 4                           | Contingency plans made if appropriate   |
| 2              | PRSSG14A/02<br>Ensure prisoner is made ready to escort | 1                           | All prisoners to be escorted identified   |
|                |  | 2                           | Classification/recent behaviour of prisoner confirmed and special needs noted   |
|                |  | 3                           | Prisoner searched where required according to relevant federal, state or territory law and taking account of prisoner's sex and OH&S requirements |
|                |  | 4                           | Vehicle and/or receiving unit/location checked according to assignment requirements   |
|                |  | 5                           | Relevant staff/personnel advised of pending movement of prisoner and necessary records made   |
|                |  | 6                           | Restraint techniques applied according to assignment and legal requirements   |
| 3              | PRSSG14A/03<br>Escort prisoner                         | 1                           | Potential threats and/or problems identified on commencement of escort  |
|                |  | 2                           | Escort undertaken according to assignment instructions  |
|                |  | 3                           | Potential threats/problems during assignment identified and acted upon according to assignment instructions and federal, state or territory law   |
|                |  | 4                           | Restraint techniques used during escort according to federal, state or territory guidelines   |
|                |  | 5                           | All relevant documentation checked and completed according to assignment instructions and legal requirements                                      |

## RANGE OF VARIABLES

Resource requirements may include:

- physical resources such as communication, restraint or security equipment, special vehicles and back-up personnel
- Special needs of prisoners may include:
- cultural differences (eg. Aboriginal and Torres Strait Islanders)

Legal requirements may include:

- legal authority to hold/transfer prisoner; relevant legislation and regulations dealing with corrective services, anti-discrimination & OH&S, types of warrants and orders, prohibited items
- Escort of prisoners includes:
- between venues; whilst awaiting further transport; during temporary stay within venues (eg. hospitals, courts)

Firearms may include:

- revolvers; shotguns

Guidelines for use of firearms may include those set out by:

- accredited training; relevant legislation

Minimum force guidelines include those set down by:

- state, territory or federal legislation; state, territory or federal police services

Faults may include:

- firearm misfires; misuse; mechanical failure

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence should include demonstrated capacity to:

- constantly monitor and assess all factors which might impact the escort risk and react in an appropriate manner where necessary
- undertake appropriate and accurate search of prisoner to identify objects which may permit self harm to others and to locate contraband

### Underpinning Knowledge

- assignment instructions and requirements
- factors which might jeopardise the safety and security of the escort
- relevant federal/state/territory laws
- restraint techniques
- use of force continuum guidelines

### Underpinning Skills

- interpersonal communication
- recording and writing skills
- physical restraint skills
- following route and directional instructions
- conducting searches

- observation and monitoring

**Resources Required for Assessment**

- Access to a relevant venue and communications equipment
- Assignment instructions and site layout
- Security procedures and manuals and relevant codes of practice
- Equipment manufacturers operating specifications and guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG15A Handle firearms

This unit covers all aspects of carrying, operating and the basic maintenance of a variety of firearms that may be used in the security industry. It includes the requirement to gain the appropriate federal/state/territory licence and/or accreditation for the carrying of firearms.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Carry firearms                               | 1                    | Firearm carried according to assignment and legal requirements   |
|         |  | 2                    | Use of firearms identified according to assignment and legal requirements  |
|         |  | 3                    | Safety of self and others ensured by carrying firearm in appropriate holster that complies with specified federal, state or territory statutes and regulations |
|         |  | 4                    | Ammunition carried complies with manufacturer's specifications, is employer issued and appropriate to the firearm being carried                                |
|         |  | 5                    | Firearms and ammunition kept according to assignment instructions and guidelines for safekeeping of firearms and ammunition                                    |
| 2       | Operate firearms                             | 1                    | Firearms used according to standard accreditation training procedures  |
|         |  | 2                    | Firearms operated safely according to legal minimum force guidelines and federal/state/territory laws  |
|         |  | 3                    | Safety of firearms ensured by checking the firearm or equipment on receipt and return to ensure they are in a safe and serviceable condition                   |
| 3       | Keep firearms in a safe and secure condition | 1                    | Firearms checked regularly according to federal, state or territory requirements and guidelines and employer instructions                                      |
|         |  | 2                    | Visible faults identified and action taken according to assignment procedures and legal requirements   |
|         |  | 3                    | Firearms tested according to federal, state or territory laws and regulations and employer requirements  |
|         |  | 4                    | Firearms received, kept and returned in a clean and serviceable condition  |
|         |  | 5                    | Firearms not in use stored in a manner as required by federal, state or territory laws and regulations and employer requirements                               |

### RANGE OF VARIABLES

Firearms may include:  
revolvers; shotguns

Guidelines for use of firearms may include those set out by:  
accredited training; relevant legislation

Minimum force guidelines include those set down by:  
state, territory or federal legislation; state, territory or federal police services

Faults may include:  
firearm misfires; misuse; mechanical failure

### EVIDENCE GUIDE

#### Context for Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: eg. confined spaces or public places.

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Evidence must include completion of firearms and equipment accreditation training required by federal, state or territory law and employer requirements

Evidence should demonstrate a capacity to:

- \* keep firearms in a safe and serviceable condition
- \* justify the carrying and use of firearms in various situations and circumstances
- \* assess situations for firearm usage according to assignment and legal requirements
- \* identify faults capable of affecting operation

#### Underpinning Knowledge

relevant legal, licensing and employer requirements for the safe carrying, storage and use of firearms  
guidelines for the safe use and handling of firearms  
storage of firearms and ammunition  
discretion in the use of firearms

testing requirements for firearms  
client instructions  
use of force continuum guidelines

### **Underpinning Skills**

firearms handling skills  
interpersonal communication

### **Resources Required for Assessment**

- Access to a relevant venue
- Access to a range of firearms and targets
- Assignment instructions, including legal requirements and relevant codes of practice
- Security procedures and manuals and relevant codes of practice, including lists of prohibited items
- Equipment manufacturers' operating specifications and guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG16A Employ batons and handcuffs

This unit covers all aspects of selecting, carrying, operating and maintaining a variety of batons/handcuffs.

| ELEMENT |                        | PERFORMANCE CRITERIA |  |
|---------|------------------------|----------------------|--|
| 1       | Carry batons/handcuffs | 1                    | Batons/handcuffs carried according to assignment and legal requirements  |
|         |                        | 2                    | Need for use of batons/handcuffs identified according to assignment and legal requirements   |
|         |                        | 3                    | Batons/handcuffs selected according to appropriate need and federal, state or territory law  |
|         |                        | 4                    | Batons/handcuffs checked on receipt and return to ensure they meet employer safety requirements  |
| 2       | Use batons/handcuffs   | 1                    | Batons/handcuffs used according to standard procedures outlined in accreditation training and assignment instructions                                  |
|         |                        | 2                    | Batons/handcuffs operated safely according to legal minimum force guidelines and with no more force than is necessary to render the situation harmless |

#### RANGE OF VARIABLES

Minimum force guidelines include those set down by: state, territory or federal legislation; state, territory or federal police services

Faults may include: rust on equipment; damaged batons; jagged edges; cracks; dents

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above

- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence should demonstrate a capacity to:

- \* justify the carrying and use of batons/handcuffs in various security situations and circumstances
- \* assess situations and options available before selecting appropriate batons/handcuffs
- \* select batons/handcuffs appropriate to a variety of situations and conditions
- \* apply use of force continuum guidelines

### **Underpinning Knowledge**

relevant legal, licensing and employer requirements  
use of force continuum guidelines  
guidelines for the carrying and use of batons/handcuffs  
safe use and handling of batons/handcuffs  
restraint methods

### **Underpinning Skills**

interpersonal communication  
following instructions  
handcuffing  
using a baton

### **Resources Required for Assessment**

- Access to a relevant venue
- Access to a range of batons and handcuffs
- Assignment instructions, including legal requirements and relevant codes of practice
- Security procedures and manuals and relevant codes of practice, including lists of prohibited items
- Equipment manufacturers' operating specifications and guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

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## PRSSG17A Maintain an effective relationship with clients/customers

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**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG17A Maintain an effective relationship with clients/customers

This unit deals with building and maintaining an effective relationship with clients, customers and the public.

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| <b>ELEMENT</b> |  | <b>PERFORMANCE CRITERIA</b> |  |
|----------------|--|-----------------------------|--|
| 1              | Maintain a professional image            | 1                           | Uniform and personal grooming maintained to assignment requirements  |
|                |  | 2                           | Personal presence maintained according to employer standards   |
|                |  | 3                           | Visible work area kept tidy and uncluttered  |
|                |  | 4                           | Equipment stored according to assignment requirements  |
| 2              | Meet client/customer requirements        | 1                           | Client requirements identified and understood by referral to the assignment instructions                               |
|                |  | 2                           | Client requirements met according to the assignment instructions   |
|                |  | 3                           | Changes to client's needs and requirements monitored, and appropriate action taken                                     |
|                |  | 4                           | All communication with the client or customer is clear and complies with assignment requirements                       |
| 3              | Build credibility with customers/clients | 1                           | Client expectations for reliability, punctuality and appearance adhered to   |
|                |  | 2                           | Possible causes of client/customer dissatisfaction identified, dealt with and recorded according to employer policy    |
|                |  | 3                           | Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures |
|                |  | 4                           | Client/customer confidentiality maintained according to assignment instructions  |

### **RANGE OF VARIABLES**

Personal presence may include:  
stance; posture; body language; demeanor; grooming

Changes to client needs and requirements may be detected by:  
review of the client brief and/or assignment instructions; discussion with the client/customer

Client brief may include:  
assignment instructions; post orders; scope to modify instructions/orders in light of changed situations

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Assignment instructions may be conveyed in writing, verbally or electronically

Appropriate action may include:

implementing required changes; referral to appropriate employer personnel; clarification of client needs and instructions

Customers may include all members of the public

Employer standards may include standing orders

## **EVIDENCE GUIDE**

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed with any other unit(s) in this standard.

### **Guidance for Assessment**

Evidence should include a demonstrated capacity to:

- \* interpret client/customer requirements from information contained in the client brief and/or assignment instructions
- \* successfully deal with a variety of client/customer interactions
- \* maintain a professional image
- \* monitor and act on changing client or customer needs

### **Underpinning Knowledge**

uniform and personal grooming requirements of the employer and the client  
Occupational Health and Safety requirement for the assignment  
legal requirements and guidelines for the storage of firearms and equipment (as appropriate and where required)  
assignment instructions

### **Underpinning Skills**

attention to detail when completing client/employer documentation  
interpersonal and communication skills required in client contact assignments  
customer service skills required to meet client/customer needs  
punctuality  
customer service  
telephone technique  
problem solving and negotiation  
maintaining records

**Resources Required for Assessment**

- Access to a suitable venue and relevant safety equipment
- Assignment instructions
- Case studies
- OH&S and legal requirements and guidelines for the storage of firearms and equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG18A Work as part of a team

This unit deals with the individual's contribution to the effective functioning of the team and the achievement of team goals.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Establish role within the team                 | 1                    | Assignment instructions known and followed   |
|         |  | 2                    | Employer guidelines known and adhered to   |
|         |  | 3                    | Personal work standards maintained in a manner that supports the team effort and the employer's aims and objectives                        |
| 2       | Build credibility with other team members      | 1                    | Team leader and colleagues supported in order to achieve team and employer goals and objectives  |
|         |  | 2                    | Work-related information and knowledge shared in order to increase the overall skills and knowledge base of the team                       |
|         |  | 3                    | Work instructions implemented  |
| 3       | Contribute to team effectiveness               | 1                    | Team members kept informed of changing conditions or situations which might impact team effectiveness                                      |
|         |  | 2                    | Team members advised of potential hazards or changing OH&S requirements to maintain safety and security of other team members              |
| 4       | Maintain an effective team reporting procedure | 1                    | Information required to meet ongoing client/employer requirements conveyed to other members of the team in a timely manner                 |
|         |  | 2                    | Information relating to shift operations noted and recorded according to employer requirements   |
|         |  | 3                    | Incident reports completed when required   |
|         |  | 4                    | Details of incidents conveyed to incoming shift officer(s) where necessary, and recorded and reported according to assignment requirements |
|         |  | 5                    | Incident reports followed up with appropriate personnel where necessary  |
|         |  | 6                    | Information which might affect shift requirements actively sought from outgoing shift  |

|   |                         |   |   |
|---|-------------------------|---|---|
| 5 | Provide back-up support | 1 | Nature of problem is identified and assessed  |
|   |                         | 2 | Emergency transmission identified and acted upon  |
|   |                         | 3 | Support request acknowledged as necessary, and prioritised against degree of urgency and other work commitments |

### RANGE OF VARIABLES

Information required by team members may include:  
incidents; deviations from routine guarding procedures

Information may be conveyed:  
verbally; in writing

Changing conditions or situations may include:  
changing client/customer requirements; site/assignment instructions

Problems identified may include:  
workload; emergency situations

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with any other unit(s) in this standard.

#### Guidance for Assessment

Evidence should include a demonstrated capacity to:

- \* build and maintain effective working relationships
- \* identify and communicate information which will allow self and other officers to meet client/customer needs

\* identify, assess and appropriately respond to requests for back-up support

#### Underpinning Knowledge

assignment instructions  
employer/client reporting procedures  
emergency codes, transmissions, communications and procedures  
situations requiring back-up support

team aims and objectives  
team members' responsibilities

### **Underpinning Skills**

skills in prioritising work tasks  
communication skills required for operating effectively within a small team  
interpersonal skills required to develop effective team relationships  
time management  
listening

### **Resources Required for Assessment**

- Access to a suitable venue and relevant safety equipment
- Case studies
- Assignment instructions
- OH&S and legal requirements and guidelines for the storage of firearms and equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG19A Lead small teams

This unit deals with the leadership of small teams including setting and maintaining team and individual performance standards.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Provide team leadership                       | 1                    | Work requirements identified and presented to team members   |
|         |   | 2                    | Reasons for instructions (where known) and requirements communicated to team members   |
|         |   | 3                    | Team members' queries and concerns recognised, discussed and dealt with  |
|         |   | 4                    | Any legal requirements and ramifications of team operations communicated to team members   |
| 2       | Allocate responsibilities                     | 1                    | Duties, rosters and/or responsibilities allocated having regard to the skills, knowledge and aptitude required to properly undertake the assignment or task and according to employer policy |
|         |   | 2                    | Duties allocated having regard to individual preference, domestic and personal considerations, whenever possible   |
| 3       | Set performance expectations for team members | 1                    | Performance expectations established based on client needs and according to assignment requirements  |
|         |   | 2                    | Performance expectations are based on individual team member's duties and area of responsibility   |
|         |   | 3                    | Performance expectations discussed and communicated to individual team members   |
| 4       | Maintain team performance                     | 1                    | Monitoring of performance takes place against defined performance criteria and/or assignment instructions, and corrective action taken if required   |
|         |   | 2                    | Team members provided with feedback, positive support and advice   |
|         |   | 3                    | Performance issues which cannot be rectified or addressed within the team,   |

|   |   |  |   |
|---|---|--|---|
|   |   |  | referred to appropriate personnel according to employer policy  |
|   | 4                                       | Team members kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction |   |
|   | 5                                       | Team operations monitored to ensure that employer/client needs and requirements are met  |   |
|   | 6                                       | Follow-up communication provided on all issues affecting the team  |   |
|   | 7                                       | All relevant documentation completed   |   |
| 5 | Represent team's concerns to management | 1  | Team concerns acknowledged, investigated and recorded according to employer procedures  |
|   |   | 2  | Concerns assessed and possible solutions discussed and negotiated with team wherever possible   |
|   |   | 3  | Team actively encouraged to develop own solutions to address concerns wherever possible and practicable   |
|   |   | 4  | Unresolved team concerns presented to and discussed with employer/management, in a timely and objective manner and according to dispute resolution procedures |

### RANGE OF VARIABLES

Work requirements may include:

Client brief; assignment instructions

Team members' concerns may include award conditions and roster/shift details.

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above

- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG18A: Work as part of a security team

Evidence should include observation in the work environment. Where workplace observation is insufficient, simulations or case studies may be used.

Evidence should include a demonstrated capacity to:

- assess and monitor team and individual performance against set criteria
- take steps to maintain or improve individual and/or team performance
- allocate duties and responsibilities, having regard to individual's knowledge, skill and aptitude, and the needs of the tasks to be performed
- assess, set and communicate performance expectations for a range of tasks and duties within the team and provide feedback to team members

### **Underpinning Knowledge**

employer policies and procedures  
relevant legal requirements  
how performance expectations are set  
methods of monitoring performance  
client expectations  
team members' duties and responsibilities

### **Underpinning Skills**

communication skills required for leading teams  
informal performance counselling skills  
team building skills

### **Resources Required for Assessment**

- Access to a suitable venue and communications equipment
- Case studies
- Assignment instructions, emergency procedures and contact numbers
- Job report cards
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG20A Interpret information from advanced security equipment

This unit deals with the operation and control of advanced security systems, and responding to situations identified through their use in other than central stations.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Evaluate information from multiple sources                | 1                    | Complex systems operated and monitored according to assignment instructions  |
|         |   | 2                    | Information conveyed by complex systems interpreted and acted upon according to client brief and assignment instructions                                 |
|         |   | 3                    | Systems information cross-checked by reference to companion monitoring systems where appropriate and possible  |
| 2       | Respond to situations identified through security systems | 1                    | Situation assessed by reference to all available information and response formulated and implemented according to client brief and assignment procedures |
|         |   | 2                    | All incidents and actions recorded and reported according to employer policies and procedures  |
| 3       | Maintain control of security systems                      | 1                    | Systems monitored and tested to ensure their performance is within defined operational guidelines  |
|         |   | 2                    | Suspected or actual malfunctions or failures actioned and reported according to employer policies and procedures   |
|         |   | 3                    | Back-up procedures implemented   |

#### RANGE OF VARIABLES

Sources of information systems may include:  
 closed circuit television systems; infra-red sensors; movement detectors; wide angle cameras;  
 intelligent building systems; electronic field detection systems; acoustic sensors; automatic entrance and exit devices; other intruder alarm systems; other access control systems; weighbridge operation; fire alarms

Merchandise Protection systems may include acoustic-magnetic; electro-magnetic; high and low voltage radio frequency

Incident reports may be:  
 verbal; written

Companion monitoring systems are parallel systems and may be a written record or electrical monitoring systems

Optional guidelines may include:  
employer; manufacturer; client

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG21A: Operate central monitoring/communication station and Unit PRSSG22A: Monitor field staff activity from control room.

### Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* formulate and implement appropriate responses based on the information available
- \* comply with client's requirements and procedures

### Underpinning Knowledge

client's procedures and requirements  
security systems and equipment  
employer policies and procedures  
appropriate information responses  
back-up procedures

### Underpinning Skills

decision making skills  
evaluation and interpretation of information  
implement response to information  
backing up systems  
following instructions  
interpersonal communication

### Resources Required for Assessment

- Access to a suitable venue with advanced operation and control security systems, including those described in the range of variables attached to this unit
- Computer controlled case studies
- Customer assignment specifications and security access codes and emergency procedures
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG21A Operate central monitoring/communication station

This unit deals with updating information, monitoring and responding to control centre alarms and communicating alarm activation to staff and clients. It also deals with the transfer of information and responsibility to incoming monitoring staff.

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| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Update monitoring centre information                | 1                    | Client input assessed and appropriate template followed   |
|         |   | 2                    | Responses for alarms and managed time zones formatted according to instructions   |
|         |   | 3                    | Changes to client data base completed as required   |
| 2       | Communicate client systems                          | 1                    | Field technical staff recognised and authorised to generate signals from system according to employer policy and procedures |
|         |   | 2                    | Incoming signals verified for status and description  |
| 3       | Assess the authenticity of client/customer requests | 1                    | Authenticity of incoming callers verified according to assignment instructions  |
|         |   | 2                    | Passwords and codes requested and verified according to assignment instructions   |
|         |   | 3                    | All changes to client information and/or requirements verified according to assignment instructions                         |
|         |   | 4                    | Authenticity of the caller, when disputed or in question, referred to appropriate personnel                                 |
| 4       | Handover duties                                     | 1                    | Debriefing sessions conducted with outgoing shift according to assignment instructions                                      |
|         |   | 2                    | Carry-over issues requiring resolution or attention identified and allocated priority and appropriate resources             |
|         |   | 3                    | Takeover of duties completed according to assignment procedures   |

|   |                            |   |   |
|---|----------------------------|---|---|
| 5 | Respond to alarms received | 1 | Alarm alert identified and checked to determine location and priority according to employer policy and procedures                     |
|   |                            | 2 | Alarm activation notified to relevant personnel and actioned according to employer requirements and/or client policies and procedures |
|   |                            | 3 | Status of initial alarm monitored regularly and changes in alarm status immediately notified to relevant personnel                    |

### RANGE OF VARIABLES

Alarms may include:

security alarms; fire alarms; building management alarms; medical alarms; duress alarms; motor vehicle tracking (vehicles, asset, people); closed circuit TV systems (CCTV); communications status; industrial alarms

Action required may include:

notification of relevant personnel; notification of related services; dispatch of response/recovery services; specific instructions as recorded in client brief; standard operating procedures; assessment of risk; assessment of response/recovery required; data update via verified input; database recovery procedures; escalation procedures

Field technical staff may include:

system conversion technicians; installation technicians; other authorised persons

Change in alarm status may include change from single to multiple activation to CCTV

Client requirements include those contained in:

the client brief; alarm service information; alarm response procedures

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG20A: Interpret information from advanced security equipment and Unit PRSSG22A: Monitor field staff activity from control room.

#### Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* implement and monitor routine hand-over of duties
- \* evaluate security and distress alarms and communication status signals relevant to own workplace, and determine course of action based on client/employer instructions

### **Underpinning Knowledge**

alarm systems and equipment  
customer/assignment procedures and requirements  
password and code procedures  
client brief

### **Underpinning Skills**

decision making skills when evaluating alarm signals  
communication skills for responding to alarm signals  
following instructions  
observing and interpreting information  
record keeping

## **Resources Required for Assessment**

- Access to a suitable venue with advanced operation and control security systems, including those described in the range of variables attached to this unit
- Computer controlled case studies
- Customer assignment specifications and security access codes and emergency procedures
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



AS Security and Investigative Services

## STREAM

**FIELD** Security Guarding

**UNIT** PRSSG22A Monitor field staff activity from control room

This unit deals with monitoring the safety and activities of field staff from a control room perspective. It also deals with coordinating responses to alarms and providing back-up support to field staff when needed.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Monitor safety of field staff            | 1                    | Field staff continually monitored to ensure contact with communication centre maintained according to employer policy and individual assignment requirements |
|         |  | 2                    | All incidents, emergencies and failures to communicate with communication centre, identified and dealt with according to assignment instructions             |
|         |  | 3                    | Situations requiring back-up are identified and resources allocated to assist field officers, according to assignment instructions                           |
| 2       | Monitor security activity of field staff | 1                    | Variations to standard operating procedures checked according to assignment procedures, and notified to relevant personnel                                   |
|         |  | 2                    | Field staff log-in calls monitored to ensure compliance with assignment requirements   |
|         |  | 3                    | All procedures documented according to employer policy   |
| 3       | Coordinate responses to alarm signals    | 1                    | Availability of security personnel assessed and officers dispatched as appropriate to the alarm situation  |
|         |  | 2                    | Security personnel provided with full, accurate and timely information to allow maximum effectiveness when attending the scene                               |
|         |  | 3                    | Security personnel's attendance at scene of alarm monitored, and the need for back-up resources identified and acted upon                                    |

### RANGE OF VARIABLES

Alarms may include:  
security alarms; building management alarms; safe alarms; medical alerts; fire alarms; duress/hold up alarms; access control alarms

Action required may include:  
notification of relevant personnel; notification of emergency services; dispatch of field support staff;  
specific instructions as recorded in client brief

Changes in alarm status may include change from single to multiple activation

Client requirements include those contained in:  
the client brief; alarm service information

## EVIDENCE GUIDE

### Assessment Statement

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Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG21A: Operate central monitoring/communication station and Unit PRSSG20A: Interpret information from advanced security equipment

### Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* accurately assess various situations involving field staff (including emergencies) and take appropriate timely action
- \* coordinate responses to alarms

### Underpinning Knowledge

communications equipment and systems  
customer/assignment procedures and requirements  
field equipment and human resource requirements  
verification requirements for assessing authenticity of client/customer requests

### Underpinning Skills

communication skills when sending and relaying information to field staff and/or emergency services  
decision making skills when analysing the need to provide back-up or other support resources for field staff following instructions  
monitoring and responding to information

### Resources Required for Assessment

- Access to a suitable venue with advanced operation and control security systems, including those described in the range of variables attached to this unit
- Computer controlled case studies
- Customer assignment specifications and security access codes and emergency procedures
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

AS Security and Investigative Services

**STREAM**

**FIELD** Security Guarding

**UNIT** PRSSG23A Operate security vehicle

This unit deals with maintaining and operating security vehicles under routine as well as response conditions.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Maintain vehicle  | 1                    | Condition of vehicle checked regularly according to employer policy and procedures                             |
|         |   | 2                    | Faults and malfunctions identified and reported according to employer procedures                               |
|         |   | 3                    | Routine vehicle requirements attended to in a timely manner and according to employer procedures               |
| 2       | Drive to/from assignment                                | 1                    | Vehicle driven according to federal, state or territory road and traffic statutes and regulations              |
|         |   | 2                    | Most direct route to assignment chosen having regard to traffic and road conditions                            |
|         |   | 3                    | Vehicle parked and secured according to manufacturer's instructions and assignment requirements                |
| 3       | Drive in response to an alarm signal or back-up request | 1                    | Vehicle driven according to federal, state or territory road and traffic laws and assignment instructions      |
|         |   | 2                    | Quickest route chosen to scene of emergency or alarm based on traffic and road conditions                      |
|         |   | 3                    | Vehicle driven in a manner which minimises risk of injury to self, other personnel and the public at all times |

**RANGE OF VARIABLES**

Vehicles may include:  
motor cars and vans; motorcycles; 4-wheel drive vehicles

Road conditions may include:  
traffic, weather and road surfaces

**EVIDENCE GUIDE**

### **Assessment Statement**

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Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence should include demonstrated capacity to:

- \* drive, park and secure vehicle under a variety of routine conditions
- \* comply with federal, state or territory road and traffic regulations and employer vehicle procedures

### **Underpinning Knowledge**

employer's vehicle policy and procedures  
basic vehicle components and operation  
relevant road and traffic laws  
client requirements and instructions

### **Underpinning Skills**

driving  
navigation  
following instructions  
read and apply local street directory  
interpersonal communication  
vehicle minor maintenance (including checks of oils, water, fuel, tyre pressure)

### **Resources Required for Assessment**

- Street directory, manufacturers' specifications
  - Customer assignment specifications and security access codes and emergency procedures, including medical alerts
  - Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

AS Security and Investigative Services

**STREAM**

**FIELD** Security Guarding

**UNIT** PRSSG24A Manage dogs for security patrols

This unit deals with the competencies required to select, manage and maintain dogs used for security assignments. It includes both the skill required to manage security dogs as well as the knowledge of where, when and how they are used. This unit does not include the competencies required to train a dog used for security work.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Select a suitable dog                      | 1                    | Suitability of dog confirmed against assignment requirements using established criteria  |
|         |  | 2                    | Compatibility of dog handler established   |
|         |  | 3                    | Dog's standard of efficiency established by successfully completing training certification as required by the employer and/or state, territory or federal law    |
|         |  | 4                    | Dog's operating efficiency maintained according to employer policy and/or licensing requirements   |
| 2       | Maintain the health and hygiene of the dog | 1                    | Health, hygiene and stability of the dog assessed and maintained according to animal health and welfare requirements, employer policy and state or local by-laws |
|         |  | 2                    | Record of dog's health maintained according to employer policy and health regulations  |
|         |  | 3                    | Dog's hygiene maintained according to employer policy and state or local by-laws   |
|         |  | 4                    | The need to retire or dispose of dog identified according to animal health and welfare and legal requirements  |
| 3       | Conduct dog patrol                         | 1                    | Patrol planned and conducted according to employer policy and client requirements  |
|         |  | 2                    | Dog managed in a manner which provides minimal risk of injury to the public, dog and the handler   |
|         |  | 3                    | Dog controlled according to employer and legal requirements  |
|         |  | 4                    | Injuries to persons or dog attended to in a timely manner and reported and   |

|   |  |   |  |
|---|--|---|--|
|   |  |   | recorded according to employer and legal requirements                                    |
| 4 | Respond to situations requiring the use of a dog | 1 | Need to use the dog as a security measure in response to the request or alarm identified |
|   |  | 2 | Results of assignment reported and recorded in a timely manner                           |
|   |  | 3 | Dog transported according to employer and animal welfare requirements                    |

### RANGE OF VARIABLES

Dog handling team includes security officer and dog

Legal requirements may include, federal, state or territory laws or local by-laws

Established criteria may include employer policy, client requirements and breeders guide book

Animal health and welfare may include RSPCA and other animal welfare organisations

Situations requiring the use of a dog may include assisting with an arrest, search of property, search of baggage, foot/motor patrols

Dog patrols may include search of buildings and patrol of buildings, sites and crowds

### EVIDENCE GUIDE

#### Assessment Statement

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Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* respond to rapidly changing circumstances while handling a dog
- \* apply the correct challenge release and arrest procedures for apprehending intruders
- \* manage the health and hygiene of a dog including ability to detect signs of ill health
- \* handle a dog both leashed and unleashed
- \* apply general safety procedures when handling and maintaining a dog in a working environment
- \* comply with relevant dog licensing regulations

#### Underpinning Knowledge

appropriate selection criteria  
employer's dog policy and procedures  
animal health and welfare requirements  
legal requirements in relation to the handling, use and ownership of dogs  
kennel management (both routine and emergency treatment of sick or injured dogs)  
assignment requirements  
insurance liability  
maintenance of dog handling equipment  
dog licensing regulations  
capabilities and limitations of a trained dog  
principles of scent, sight and sound

### **Underpinning Skills**

ability to handle a dog weighing a minimum of 40kgs  
use standard commands such as sit, down, stay, come, leave, no and ok  
observation and monitoring  
interpersonal communication  
decision making  
record keeping

### **Resources Required for Assessment**

- Access to a trained security patrol dog
- Employer's dog policy and procedures
- Animal restraints suitable for patrol purposes
- Breeders guidebook and relevant veterinary codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



AS Security and Investigative Services

**STREAM**

**FIELD** Security Guarding

**UNIT** PRSSG25A Provide emergency first aid

This unit deals with the competencies required to provide emergency first aid used for security assignments. It includes both the skill required to provide emergency first aid as well as the knowledge of where, when and how these skills are used.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Check site for danger                   | 1                    | Physical hazards to personal health and safety are identified from site checks  |
|         |   | 2                    | Immediate risks to personal health and safety are minimised by isolating the hazard   |
|         |   | 3                    | Conditions under which treatment is to be performed are assessed and a decision made as to what can be done to minimise the victim's distress                             |
| 2       | Provide appropriate emergency treatment | 1                    | The victim's physical condition is assessed from visible vital signs  |
|         |   | 2                    | Treatment appropriate to the victim's injury/distress is provided to stabilise the victim's physical and mental condition   |
|         |   | 3                    | Information on the patient's condition is noted for future reference  |
| 3       | Monitor situation and arrange back-up   | 1                    | Back-up services appropriate to the situation are identified and notified of emergency conditions   |
|         |   | 2                    | Information on the victim's condition and possible treatment required is conveyed in a manner which is of use to emergency service personnel and of benefit to the victim |
| 4       | Prepare and provide an incident report  | 1                    | Reports provide an accurate and objective record of the events surrounding the provision of first aid   |
|         |   | 2                    | Information recorded in first aid reports meets enterprise and community standards for accuracy and reliability   |

**RANGE OF VARIABLES**

SCOPE: First aid treatment is that defined in common law as emergency assistance provided to a second party in the absence of medical or paramedical care

First aid treatment may require the provision of any of the following:

application of pressure bandages (band-aids to tourniquets); induced vomiting; immersion in water; pulmonary cardiac resuscitation; clearance of blocked air passages (nose and throat); the application of splints, bandages and ties to sprained or broken limbs; medication (from aspirin through to prescribed medicine) but does not generally entail the injection of pharmaceutical substances into the body of the injured party

Factors which affect the provision of first aid are:

the site in which the injury occurred: vehicle collision, explosion, chemical spill, electricity malfunction; the nature of the injury and its cause, which may be due to any of the following: mechanical or electrical equipment malfunction; poisons or toxins; falls; crushing; dusts or biological agents; heat and other forms of radiation; water or other liquids; gases; sharp instruments or guns  
availability of first aid equipment; medications and kits or suitable alternative aids; proximity and availability of trained paramedical and medical assistance; the victim's cardiovascular condition as indicated by body temperature, pulse rate and breathing rates

Available information:

may be information provided by bystanders or the victim him/herself and may be provided verbally or in writing

Recording procedures:

records of the incident and first aid treatment provided in accordance with enterprise procedures and accepted OH&S legislation

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

May be assessed in combination with any units in the standard.

### Guidance for Assessment

Evidence of competency required includes:

Attendance at, and completion of, a suitable accredited First Aid course

Assessment of competency under simulated supervised, emergency conditions involving the provision of treatment to 'victims' suffering from:

- \* heat burns to 20% or more of the body
- \* bone fractures caused by a vehicle collision involving two or more persons
- \* cardiovascular failure (heart attack)
- \* chemical burns caused by either an acid or alkaline medium
- \* crushing as a result of crowd movement
- \* internal and external bleeding from a knife wound inflicted by a person/persons unknown

The preparation of an incident report, using agreed enterprise procedures

A full discussion of salient points to be considered in arriving at a decision on the course of action to be taken

### **Underpinning Knowledge**

burn, wound, and heart attack management techniques  
emergency responses  
legal requirements for accident reporting  
occupational health and safety  
identification and removal/minimisation of hazards  
inducing vomiting  
medication

### **Underpinning Skills**

interpersonal communication  
following instructions  
giving clear information/directions  
application of splints, bandages and ties to sprained and broken limbs  
assess vital signs  
cardio pulmonary resuscitation  
clearing blocked air passages (nose and throat)  
application of pressure bandages

### **Resources Required for Assessment**

- Access to a suitable venue and communications equipment
- Equipped first aid kit, CPR dummy and personal protective equipment
- Emergency procedures and contacts
- HAZCHEM data sheets, first aid guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services
- Case studies



AS Security and Investigative Services

**STREAM****FIELD** Security Guarding**UNIT** PRSSG26A Observe and monitor people

This unit deals with the observation and monitoring of people to maintain security, and taking appropriate action to prevent loss or damage to property and/or personnel.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Prepare to monitor/observe                  | 1                    | Assignment instructions are confirmed with client   |
|         |   | 2                    | Appropriate equipment to undertake assignment is selected and tested  |
|         |   | 3                    | Location is established to maximise visual observation of site target   |
| 2       | Observe persons behaving suspiciously       | 1                    | Individuals or groups behaving in a suspicious and/or unusual manner identified and monitored according to agreed assignment instructions                     |
|         |   | 2                    | Suspicious incidents recorded using video surveillance tapes and/or photographic evidence of persons, or other means as determined in assignment instructions |
| 3       | Respond to unlawful or suspicious incidents | 1                    | The commitment of an offence or behaviour which constitutes an offence is identified  |
|         |   | 2                    | Proof of commitment of offence is obtained  |
|         |   | 3                    | Level of appropriate response is identified in accordance with applicable laws pertaining to the surveillance operation                                       |
|         |   | 4                    | Help of colleagues is enlisted as required  |
|         |   | 5                    | Relevant authorities notified if required   |

**RANGE OF VARIABLES**

Monitoring may take place by means of visual, camera, electronic, other communications

Relevant authorities may include police or emergency services

Surveillance equipment and systems

Guidelines for the use of photographs of suspects

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

May be assessed in combination with any/all of the following units: Unit PRSSG01A: Maintain the security of premises and property, Unit PRSSG02A: Control access to and exit from premises, Unit PRSSG03A: Maintain safety of premises and personnel, Unit PRSSG10A: Screen baggage and people to minimise security risks and Unit PRSSG11A: Escort and carry valuables.

### Guidance for Assessment

Evidence should include demonstrated capacity to:

- \* detect suspicious behaviour under a variety of security observation conditions and circumstances
- \* accurately identify offences justifying action or apprehension

### Underpinning Knowledge

relevant federal, state or territory laws, or local by-laws  
assignment instructions

### Underpinning Skills

observation and monitoring  
follow instructions  
interpersonal communication  
problem solving  
identification of suspicious behaviour

### Resources Required for Assessment

- Access to a suitable venue with security equipment described in the **range of variables** attached to this unit
- Computer controlled case studies
- Customer assignment specifications and security access codes and emergency procedures
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG27A Manage occupational health and safety in the workplace

This unit deals with implementing and monitoring OH & S procedures in the workplace

Units PRSSG27A and PRSIR39A both address OHS in the workplace. Assessors should pay attention to commonalities as well as differences in outcomes in each unit.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Provide information to the work group about OH&S | 1                    | Relevant provisions of occupational health and safety legislation and codes of practice are accurately and clearly explained to the work group  |
|         |  | 2                    | Information on the organisation's occupational health and safety policies, procedures and programs is provided in a readily accessible manner and is accurately and clearly explained to the work group |
|         |  | 3                    | Information about identified hazards and the outcomes of risk assessment and risk control procedures is regularly provided and is accurately and clearly explained to the work group                    |
| 2       | Manage the implementation of OH&S                | 1                    | Organisational procedures for consultation over occupational health and safety issues are implemented and monitored to ensure that all members of the work group have the opportunity to contribute     |
|         |  | 2                    | Issues raised through consultation are dealt with and resolved promptly or referred to the appropriate personnel for resolution in accordance with workplace procedures for issue resolution            |
|         |  | 3                    | The outcomes of consultation over occupational health and safety issues are made known to the work group promptly   |
|         |  | 4                    | Existing and potential hazards in the work area are identified and reported so that risk assessment and control procedures can be applied   |
|         |  | 5                    | Risk control measures are implemented and monitored and results reported regularly in accordance with workplace procedures  |
|         |  | 6                    | Inadequacies in existing risk control measures are identified and reported to designated personnel  |

|   |  |   |  |
|---|--|---|--|
|   |  | 7 | Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken  |
| 3 | Implement procedures for providing OH & S training | 1 | Occupational health and safety training needs are identified accurately, specifying gaps between occupational health and safety competencies required and those held by work group members |
|   |  | 2 | Arrangements are made for fulfilling identified occupational health and safety training needs in both on and off-the-job training programs in consultation with relevant parties           |

#### RANGE OF VARIABLES

Relevant occupational health and safety practice includes:  
Common law duty of care; federal and state legislation; enterprise policy and practices

Hazardous events include accidents, fires and emergencies such as chemical spills or bomb scares. Procedures for dealing with them include evacuation, chemical containment and first aid procedures in accordance with workplace procedures for:  
inspection; housekeeping; consultation processes (either general or specific to occupational health and safety); training and assessment; specific hazard policies and procedures; occupational health and safety information; occupational health and safety record keeping; maintenance of plant and equipment; purchasing of supplies and equipment..

#### EVIDENCE GUIDE

### Assessment Guidelines

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSSG01A: Maintain the security of premises and property, Unit PRSSG02A: Control access to and exit from premises; Unit PRSSG06A: Maintain occupational health and safety, Unit PRSSG07A: Manage own performance and Unit PRSSG12A: Provide for safety of persons.

## Guidance for Assessment

Competence is demonstrated in the context of an established organisational occupational health and safety system with related policies, procedures and programs

Evidence of working knowledge, consistent with the elements of competence, of all applicable occupational health and safety legislation and codes of practice is required

Evidence of understanding of the hierarchy of control (the preferred order of risk control measures from most to least preferred, that is, elimination, engineering controls, administrative controls and, lastly, personal protective equipment) is required

Competence may be demonstrated working individually, or under the guidance of, or as a member of a team with, specialist occupational health and safety staff or managers

Evidence of understanding of the significance of equal employment opportunity principles and practices for occupational health and safety is required

Evidence of understanding of the significance of other management systems and procedures for occupational health and safety is required

Competence may be assessed in conjunction with units of competency related to workplace training

### Resources Required for Assessment

- Access to a suitable venue, equipment and materials
- Case studies
- Customer assignment specifications and security access codes and emergency procedures
- Hazchem charts
- Worksafe codes of practice
- Employer's OH&S policy and procedures
- Incident reports
- Manufacturers' equipment operating, maintenance and storage specifications
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** PRSSG28A Interpret and comply with legal and procedural requirements

This unit addresses the extent to which an underpinning knowledge of legal constraints is applied to the performance of security duties. The knowledge of procedures described in this unit has direct application to the way work is performed and does not require legal skills in the interpretation of statutes, contract or common law Duty of Care.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Identify and apply regulatory guidelines to the requirements of the security function | 1                    | Relevant regulatory guidelines for each job site/venue are identified, obtained and discussed with supervisors   |
|         |   | 2                    | The specific application of the guidelines to the job to be done are confirmed through discussions with authorised supervisors   |
| 2       | Confirm assignment procedures   | 1                    | Assignment procedures, including action to be taken in cases of: <ul style="list-style-type: none"> <li>• distress alarm</li> <li>• bomb threats</li> <li>• prisoner escort</li> <li>• handling of valuables</li> <li>• detain and search</li> <li>• use of electronic surveillance equipment</li> <li>• use of firearms and batons</li> <li>• minimum force</li> <li>• emergency evacuation</li> <li>• seizure of prohibited substances</li> </ul> are clarified and confirmed through discussions with supervisors |
|         |   | 2                    | Further information and clarification of legal issues associated with job specifications and procedures is sought, if required   |
|         |   | 3                    | Procedures for reporting potentially unlawful activities are known and applied when relevant   |
| 3       | Complete relevant documentation   | 1                    | Documentation which is relevant to the recording or reporting of hazardous situations or incidents is obtained   |
|         |   | 2                    | Documented information is objectively recorded and able to be used in a legally appropriate manner   |

## RANGE OF VARIABLES

The unit has application in all aspects of security services. The application of the legal regulations and procedures that devolve from these are likely to be limited by the level of responsibility able to be exercised by the individual in the course of performing his/her work as a security officer.

Variables which are likely to affect the performance include:

Regulatory Statutes/Law affecting:

- powers of arrest
- crowd control
- control of intoxicated persons as defined by liquor laws
- types of warrants issued and the purpose of these
- types of order governing specific security functions
- rules for the seizure of goods
- trespassers
- removal of persons

Job specifications and related enterprise procedures, including those which apply to:

- routine security monitoring of premises
- crowd control
- screening of property and people
- escort of people and property
- control of exit from and access to premises
- the operation and storage of security equipment

## Quality of supervision and communication in the workplace

The quality of supervision in the workplace may be affected by

- the level of experience and seniority of individual team members and supervisors
- ethnic or cultural differences in the use of language
- accepted lines of communication
- the presence or absence of conflict between security officers and agents/staff of clients

## Limits on personal responsibility and liability

These limits may be described in job specifications and/or enterprise policy and procedures. They may also be defined through common law, contract law or statutes which apply to the nature of the work being performed.

## Access to and use of security equipment

Access to and use of security equipment may be affected by requirements for additional training in the use and storage of such equipment.

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

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- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit is essentially about underpinning knowledge required to function as a security officer. It can only be assessed, and recognition provided against it, when assessment against this unit has been undertaken in combination with assessment of units in Security and other selected units (Guarding/ Crowd Control).

PRSSG04A: Communicate in the workplace

PRSSG05A: Manage conflict

PRSSG06A: Maintain occupational health and safety

PRSSG07A: Manage own performance

PRSSG08A: Operate basic security equipment

PRSSG17A: Maintain an effective relationship with clients and customers

PRSSG18A: Work as part of a team

This unit may also be applied in assessment of competency against elective units packaged in combination with the core units listed above, depending on the nature of the technical security functions performed by the candidate. In all cases, the packaging guidelines relating to assessment and recognition of competence must be followed.

Assessment of competency may be made through practical demonstration in the work environment (or work-related) discussions about the application of legal considerations to specific security activities undertaken by the candidate in the course of his/her duties.

Alternative options for assessment include evaluation of work-related projects, supplemented by self-assessment and supervisor reports.

All information relating to enterprise policies and procedures used in the assessment of this unit should be treated as commercial-in-confidence.

Particular attention needs to be paid in the assessment of competency against this unit to questions of:

- Responsibilities arising from legal relationships in the workplace
- Understanding of the limits on behaviour imposed on candidates by:  
Enterprise procedures, job specifications and related orders and statutes.

### **Underpinning Knowledge**

Legal regulations which apply to the specific security function, including types of warrants, types of orders, rules for the seizure of goods and detaining or apprehension of individuals

Client requirements and job specifications

Procedures for dealing with security issues

Procedures for dealing with exposure to hazardous situations and/or materials or objects

Limits on the use of force

Types of security situations which may be encountered and ways of legally dealing

### **Underpinning Skills**

Communication, including interpersonal skills and team work

Functional levels of literacy and numeracy

Use and storage of protective security equipment

Provide back up

Use of surveillance equipment

Application of job orders

## Resources Required for Assessment

- Access to a suitable venue, equipment and relevant work procedures and assignment instructions
- At least two different job specifications and related orders
- Access to plain English version of relevant statutes and procedures
- Assessment for relevant units to be assessed in combination with this unit, including personal planners and assessment record books
- Access to a Registered Training Organisation providing assessment services



PRSSG29A USE CULTURAL AWARENESS AND UNDERSTANDING WITH COLLEAGUES  
AND CUSTOMERS TO IMPROVE WORKING RELATIONSHIPS

**STREAM**

AS Security and Investigative Services

**FIELD**

Security Guarding

**UNIT**

PRSSG29A Use cultural awareness and understanding with colleagues and customers to improve working relationships

This unit is derived from an early Tourism and Hospitality standard.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Promote positive working relationships                        | 1                    | Work roles affected by variations in ethnic expectations are known and understood by relevant parties  |
|         |   | 2                    | Possible cultural or ethnic sensitivities associated with specified work roles are considered in planning and organising work                      |
|         |   | 3                    | Performance expectations are agreed  |
| 2       | Implement and monitor performance expectations                | 1                    | Duties, rosters and responsibilities are allocated having regard to ethnic variations in expectations  |
|         |   | 2                    | Issues arising from ethnic based variations in performance which cannot be rectified or addressed on-the-job, are referred to relevant authorities |
| 3       | Communicate to reach agreement on work roles and expectations | 1                    | Concerns and queries arising from perceived ethnic differences are recognised and discussed to find solutions to perceived problems                |
|         |   | 2                    | Ethnic attributes and skills which add to the quality of working life are promoted   |
|         |   | 3                    | Language used to promote understanding and agreement about work, maintains the dignity and personal authority of relevant parties                  |

**RANGE OF VARIABLES**

This unit applies across all areas of the security industry, but has particular application in situations which require cross-cultural contact between security officers and clients or between work colleagues of different ethnic and cultural backgrounds.

Language used may be expressed in form of:

Address; levels of formality and informality and may be either verbal or non-verbal

Communication may include:

Verbal and non-verbal forms of communication including dress, body language, sign language, gestures and touch

Customs may include:

Specific rules of affecting contact between genders; religion, including observation of religious rules and prayer; eating habits; including taboos on particular types of food or drink; expression by way of functions such as slurping or burping during or after meals; attitudes to categories of behaviour affected by expectations of social status or social hierarchies

Ethnicity differences may include:

Differences arising from race or cross-cultural family structures or religious beliefs

Relevant authorities may include:

Outside agencies such as interpretative services; diplomatic services; local cultural organisations as well as clients, supervisors or employers

Persons involved may include:

Clients; customers; visitors; contractors, staff

## EVIDENCE GUIDE

### Assessment Statement

Evidence of competency should be derived from observation of performance under workplace conditions. Competency may be assessed in or off-the-job and should include at least one practical demonstration, supported by methods to assess underpinning knowledge.

Assessment should take account of implicit and explicit cultural variances and requirements which apply in particular situations involving the need to bridge language barriers and enhance communication and acceptance.

There is no requirement for an assessment of understanding or use of foreign languages/greetings.

It is recommended that this unit be assessed with other core, communication and service units.

### Underpinning Knowledge

different social and cultural groups in Australian society or visiting Australia  
client and job specification

### Underpinning Skills

communication, problem solving  
customer service  
reporting

### Resources Required for Assessment

- Suitable venue

- Assessment instruments and record books
- Access to a registered provider of assessment services
- Case studies
- Evaluation of competency in this unit may involve the services or advice of people of a relevant ethnic background

AS Security and Investigative Services

**STREAM**

**FIELD** Security Guarding

**UNIT** THHADTHS02A Provide for safety of VIPs

This unit deals with ensuring the safety of persons under various assignment conditions and includes the escort of persons. It is taken from the Tourism and Hospitality standards.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Identify potential threats to client safety | 1                    | Assignment arrangements are clarified where necessary and any resource requirements are assessed and identified  |
|         |   | 2                    | Factors which may affect the safety of the escorted person are identified and acted upon according to the situation presented and assignment instructions, for example, particular hazards such as stairways, ledge drop offs and stage barriers |
|         |   | 3                    | The person to be escorted is advised appropriately of all factors which may affect their safety  |
| 2       | Run security checks on relevant staff       | 1                    | Appropriate staff are selected to attend to the VIP according to selection criteria of establishment, including: length of services; recommendations from previous guests; language skills   |
|         |   | 2                    | Security checks are conducted on selected persons by police including Special Branch for political persons   |
|         |   | 3                    | Clearance is established from security check and a 'top security ID card' or colour coded tag relevant for the specific visit, is issued by Special Branch   |
|         |   | 4                    | Staff are instructed to carry ID at all times  |
|         |   | 5                    | Mail, letters, faxes are delivered to Security Room only   |
|         |   | 6                    | An overall liaison officer is appointed to manage the visit  |
| 3       | Conduct search of premises                  | 1                    | A search plan of the entire premises is drawn up together with police  |
|         |   | 2                    | Briefing is arranged with appropriate members of the search team   |
|         |   | 3                    | The search is conducted according to   |

|   |   |   |   |
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|   |   |   | drawn up plan   |
|   | 4   | Premises staff are alerted, particularly when dogs are used in search |   |
|   | 5   | Lifts are keyed off if appropriate                                    |   |
| 4 | Establish and guard 'no go zones/areas'                   | 1   | 'No go zones/areas' are identified and locations with police, body guards of VIPs or press secretary as agreed as appropriate         |
|   |   | 2   | Duty rosters are established for 24 hours surveillance of area/zone   |
|   |   | 3   | Existing camera surveillance equipment is adequately utilised in specified zone and monitored 24 hours a day                          |
|   |   | 4   | Lifts are keyed off as and when appropriate, according to VIP schedule  |
|   |   | 5   | Negotiation and communication with VIP's own security staff is carried out  |
| 5 | Provide all relevant information to staff                 | 1   | All relevant information on VIP's visit is communicated to staff, including informing them of any areas out-of-bounds                 |
|   |   | 2   | Staff are informed of details of visit on a 'needs to know' basis with emphasis on strict confidentiality, even to friends and family |
|   |   | 3   | Bodyguards, police or other staff of the VIP are issued special ID cards for access back of house, and all staff briefed accordingly  |
|   |   | 4   | Changes to schedule of VIP are communicated immediately to appropriate persons  |
|   |   | 5   | Training for security and relevant staff is conducted weeks prior to the event  |
|   |   | 6   | Ensure that security and staff involved in the visit participate in all briefings and training sessions as appropriate                |
|   |   | 7   | Staff are given a full brief immediately prior to the visit   |
| 6 | Install and test surveillance and communication equipment | 1   | Additional surveillance equipment is identified with relevant persons, including police and bodyguards of VIP                         |
|   |   | 2   | Sites are checked and installation overseen   |
|   |   | 3   | Equipment is tested to ascertain if functioning and providing coverage required   |
|   |   | 4   | Test runs are conducted on each piece of communication and surveillance   |

|    |   |   |   |
|----|---|---|---|
|    |   |   | equipment prior to visit  |
|    |   | 5 | A test run is completed on each piece of communication equipment immediately prior to arrival time  |
| 7  | Set up a central 'command post'               | 1 | A central 'command post' is established which is free from heavy traffic flow, private, able to be secured and has close street access              |
|    |   | 2 | Food and beverage is supplied or accessed, and toilet facilities in the vicinity of the 'command post' are identified                               |
| 8  | Key off lifts                                 | 1 | Communications are sent out well in advance in situations when lifts are to be keyed off so operations staff can reschedule and plan daily workflow |
|    |   | 2 | Notices are placed appropriately so that attempts are not made to use allocated lifts during the specified time                                     |
|    |   | 3 | Access to lifts is cordoned off and one security officer placed in position until VIP party arrives   |
|    |   | 4 | Additional lifts are keyed off for back-up prior to VIP arrival and then released once VIP has reached the destination                              |
| 9  | Make final checks and conduct dress rehearsal | 1 | Sight tests are conducted and all security and appropriate persons in place prior to arrival  |
|    |   | 2 | Communications tests are conducted, all persons and security are in place, and test is re-run when arrival time is given by approaching VIP party   |
|    |   | 3 | A dress rehearsal is conducted when all persons are in position   |
|    |   | 4 | Feedback is given at end of rehearsal and last minute changes are given   |
|    |   | 5 | A last communication check is conducted and all-clear is verified for arrival   |
|    |   | 6 | Clearance is given for arrival to VIP party   |
| 10 | Greet and escort                              | 1 | Introduction and identification is given to VIP   |
|    |   | 2 | VIP and party are escorted to designated area according to assignment instructions  |
|    |   | 3 | Observation skills are utilised at all times  |

- 4 People are escorted in a manner appropriate to the assignment
- 5 Appropriate responses to changing circumstances are formulated and reassessed throughout the assignment

### **RANGE OF VARIABLES**

This unit applies to security operations in the following premises:

Hotels/motels; pubs; commercial catering establishments; convention centres; hospitals; casinos; clubs; restaurants; resorts; theme parks; tourist attractions

Resources may include:

Transport; receptacles; firearms and equipment; specific knowledge and skills; police assistance to provide road closures, dog searches etc

VIPs may include:

Executive personnel; royalty; head of state; political overseas guests/visitors; pop stars, bands etc

Communication equipment may include:

2-way radio; telephone; mobile telephone (with restrictions); pager service; in-house camera systems

Persons posing a potential threat to client's safety may include:

Intoxicated persons; persons under the influence of prohibited substances; persons causing a public nuisance; politically motivated persons; mentally disturbed persons

Indications of disruptive or potentially disruptive behaviour may include:

Noise build-up; greater concentration of crowds; crowds or individuals under the influence of alcohol/drugs; individuals in an unsuitable location

Potential hazards may include:

Conflict between members of the crowd; conflict between security staff and members of the crowd; demonstrations; use of alcohol/drugs; failure to comply with direction/request from authorised person; hysteria of fans; mobbing and surging forward of people/fans en masse; people blocking access to premises; thrown objects; people fainting/ill in a crowd

### **EVIDENCE GUIDE**

Evidence should include observation in the hospitality work environment. Where workplace observation is insufficient or impractical, simulations may be used.

Evidence should include demonstrated capacity to:

Accurately identify and assess all factors which might impact on the safety of the escorted person, and the capacity to convey that information to the person when and if appropriate

Accurately assess a variety of assignment needs and instructions, and determine approaches and resources to be applied

### **Underpinning Knowledge and Skills**

equipment required to complete the assignment  
assignment procedures regarding the escort of people

observation skills in identifying the likely source of risks  
interpersonal and communication skills required to carry out escort assignments  
relevant federal/state/territory laws, regulations and local by-laws  
use of communications equipment and systems  
distress alarm and action to be taken

**STREAM** AS Security and Investigative Services

**FIELD** Security Guarding

**UNIT** THHADTHS01A Plan and conduct evacuation of premises

This unit deals specifically with planning and conducting evacuation of premises, taking into account the safety of persons. This unit is derived from the Tourism and Hospitality standards.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Contribute to writing of policy and procedures for an evacuation situation | 1                    | Evacuation policy and procedures are analysed and discussed   |
|         |  | 2                    | Evacuation policy and procedures are written; tested, modified and submitted for approval by authorised personnel |
| 2       | Participate in conducting staff evacuation drills                          | 1                    | Staff evacuation drills are scheduled on a regular basis  |
|         |  | 2                    | Drills are conducted in accordance with evacuation policy and procedures  |
| 3       | Communicate regularly with fire wardens                                    | 1                    | Fire wardens are identified in the differing locations  |
|         |  | 2                    | Regular communication meetings are established  |
|         |  | 3                    | Spontaneous visits/briefings are conducted with fire wardens  |
|         |  | 4                    | Fire wardens receive necessary documentation/notices  |
| 4       | Conduct evacuations  | 1                    | Evacuations are conducted according to policy and procedures  |
|         |  | 2                    | Instructions and explanations are given clearly   |
|         |  | 3                    | Evacuation of premises is carried out according to building/site evacuation plan and/or assignment instructions   |

#### RANGE OF VARIABLES

This unit applies to the security operation in the following premises:  
Hotels/motels; pubs; commercial catering establishments; convention centres; hospitals; casinos; clubs; restaurants; resorts; theme parks; tourist attractions

Types of evacuation may include:  
Fire; bomb; poisonous gases; highly flammable material; explosive device

Types of fires may include:  
Electrical; gaseous substances; flammable liquids and fats; combustible materials

Contact with relevant emergency services may be made by:

Telephone and mobile phone; 2-way radio – portable and installed; dedicated communication link; direct alarm link

Relevant emergency services may include:

Fire; ambulance; state/territory emergency services; police; army bomb disposal unit

Potential safety hazards may include:

Falling debris; smoke inhalation; incorrect/insufficient information on location and intensity of the fire; stairway exits blocked; incorrect use of fire fighting equipment; potential explosives; pressure levels

Reduction of hazard risk may be achieved by:

Removing potential hazard; closing off area; marking area or potential hazard; notifying management

Appropriate persons may include:

Building/centre management; maintenance; security department; any other person who could reasonably be expected to deal with the potential hazard

Isolation may include:

All premises within officer's responsibility; those defined in assignment instructions

Evacuation of premises to be made via:

Prescribed primary route(s); designated alternative route(s); to designated assembly point

Safety alarms may include:

Date/person alarm; fire alarm

## EVIDENCE GUIDE

Evidence should include observation in the hospitality work environment. Where evidence is not available in the routine work environment, simulation, tests or case studies may be used.

Evidence should include demonstrated capacity to:

Assess a variety of potential hazards and initiate action to eliminate, reduce or otherwise deal with the hazard; select and use appropriate fire-fighting equipment; follow emergency procedures and comply with requests from emergency services; assess a variety of potentially dangerous situations requiring the movement of persons; implement established plans and procedures to control the movement of persons including persons with disabilities, the aged, children, etc; implement bomb threat procedures

Evidence includes accurately completed and maintained:

Log book; incident reports

## Underpinning Knowledge and Skills

basic fire fighting equipment  
emergency and evacuation procedures and instructions  
potential hazards and risks  
site layout and access points  
sprinkler/emergency systems  
bomb threat procedures and instructions  
occupational health and safety requirements  
site plant and equipment  
assignment instruction  
ability to communicate instructions to people in emergency situation

compliance with Australian standards for emergency control, organisation procedures for buildings no. as 3745:1990

AS Security and Investigative Services

## STREAM

**FIELD** Security Guarding

**UNIT** THHBTHS16A Provide lost and found facility

This unit deals with the correct management of a lost and found facility. It is derived from the Tourism and Hospitality standards.

| ELEMENT |                                       | PERFORMANCE CRITERIA |  |
|---------|---------------------------------------|----------------------|--|
| 1       | Follow lost and found procedures      | 1                    | The location, date and time where the item is found or lost is established           |
| 2       | Complete lost and found documentation | 1                    | A description of the item and details is recorded in Lost and Found Book or Register |
|         |                                       | 2                    | The located item is tagged and filed in date order in an appropriate location        |
| 3       | Follow procedures for items claimed   | 1                    | The claimed item is signed/dated by claimant and ID checked                          |

### RANGE OF VARIABLES

This unit applies to the security operation in the following premises

Hotels/motels; pubs; commercial catering establishments; convention centres; hospitals; casinos; clubs; restaurants; resorts; theme parks; tourist attractions

Lost articles/items may include:

Inexpensive items; expensive items including cameras, jewellery, cash; clothing etc

Items may be stored in:

Lost and found cupboard; hotel safe

### EVIDENCE GUIDE

Evidence should include observation in the hospitality work environment. Where workplace observation is not possible or impractical, simulations may be used.

Evidence should include:

Correctly completed workplace documents including log/lost and found book, files

Correctly maintained filing systems

### Underpinning Knowledge and Skills

knowledge of establishment's lost and found procedures

knowledge of value of goods/items

knowledge of locations/areas within the establishment



AS Security and Investigative Services

**STREAM**

**FIELD**

Security Guarding

**UNIT** THHBTHS04A Manage intoxicated persons

This unit deals with special security requirements to effectively manage intoxicated customers and guests. This unit is derived from the Tourism and Hospitality standards.

| ELEMENT |                                     | PERFORMANCE CRITERIA |  |
|---------|-------------------------------------|----------------------|--|
| 1       | Determine the level of intoxication | 1                    | The level of intoxication is established according to standard criteria for assessing intoxication, taking into consideration the following factors: gender; race; culture |
|         |                                     | 2                    | Situations requiring backup assistance are assessed  |
|         |                                     | 3                    | The situation is discussed courteously with the customer   |
| 2       | Apply appropriate procedures        | 1                    | Appropriate procedures are applied according to the situation and organisational policy, including verbal warning or asking them to leave the premises                     |
|         |                                     | 2                    | Customer service skills are used at all times  |
| 3       | Remove the person from premises     | 1                    | The position is explained to the customer  |
|         |                                     | 2                    | Assistance is offered and/or given including: room in the hotel; taxi home   |
|         |                                     | 3                    | The guest/customer is assisted to leave the premises if necessary  |
| 4       | Provide customer service            | 1                    | Situations are analysed carefully  |
|         |                                     | 2                    | Explanations are given to customers throughout the event/incident  |
|         |                                     | 3                    | Suggestions and alternatives are given to customers  |
|         |                                     | 4                    | A quiet and respectful tone of voice is used at all times  |
|         |                                     | 5                    | Tact and discretion are used in difficult situations   |
|         |                                     | 6                    | Conflict resolution skills are employed where required   |

|   |                             |   |   |
|---|-----------------------------|---|---|
| 5 | Deal with underage drinkers | 1 | The situation is assessed   |
|   |                             | 2 | Identification is checked   |
|   |                             | 3 | Underage drinkers are refused service of alcohol and advised courteously of reason                    |
|   |                             | 4 | Where underage persons are in a restricted area, they are tactfully asked to leave                    |
| 6 | Comply with legislation     | 1 | The relevant State/Territory liquor legislation is complied with in all situations concerning alcohol |

### RANGE OF VARIABLES

This unit applies to the security operation in the following premises

Hotels/motels; pubs; commercial catering establishments; convention centres; hospitals; casinos; clubs; restaurants; resorts; theme parks; tourist attractions

Situations may include:

Dealing with difficult people (including those under the influence of drugs and/or alcohol); ejection of people from the premises (where authority exists); breaches of legal requirements; persons attempting to bring prohibited items onto the premises eg alcohol, drugs; inebriation; abusive language to staff or other guests; noise disturbance to other guests; abusive or violent behaviour to staff or other guests

Persons may include:

Staff; customers; visitors; contractors; suppliers

Situations are those:

- Occurring between members of the public and security personnel, and affecting the security or safety of persons, premises or property within the officer's responsibilities
- Occurring between security officers and agent/staff of the customer

### EVIDENCE GUIDE

Evidence should include observation in the hospitality work environment. Where workplace observation is not practicable, simulated situations, tests or case studies may be used

Evidence should include a demonstrated capacity to:

- Assess situations and proposed solutions
- Use conflict resolution skills

Knowledge and understanding of the following is required:

- 'standard' drinks
- effects of alcohol and factors which influence them
- standard criteria for the assessment of intoxication (found in legislation)
- relevant State/Territory liquor laws
- alcohol service and the principles of patron care (responsible service of alcohol)
- relevant State/Territory driving laws regarding driving under the influence of alcohol

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS01A Undertake security assessment

This unit covers the determination of a client's security requirements and security risk.

This unit applies to small domestic and commercial environments.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Determine client's security requirements | 1                    | Client's reasons for security system are established and security risks as perceived by client are identified.                                 |
|         |  | 2                    | Information on important assets or areas to be protected is gained from the client through questioning and discussion                          |
|         |  | 3                    | Site restrictions, regulations and requirements are identified   |
|         |  | 4                    | Required security system functions are identified and discussed with client to ensure client's needs can be satisfied                          |
|         |  | 5                    | Where client requirements are unable to be met, the client is referred to the appropriate service in accordance with company requirements      |
|         |  | 6                    | Alternative security system options, if required, are identified and discussed with client to ensure client needs can be satisfied             |
|         |  | 7                    | Financial expectations of client are identified to ensure solutions are within budgetary constraints   |
| 2       | Conduct site assessment                  | 1                    | Details relating to access to site and specific site requirements are organised and confirmed with client                                      |
|         |  | 2                    | Physical assessment of site is made where possible to ensure that security system matches identified need.                                     |
|         |  | 3                    | Full details of any existing security equipment/system on the client's premises are obtained   |
|         |  | 4                    | A floor plan of the site is drawn, or obtained from the client where available, so that building structures and layout are clearly identified. |
|         |  | 5                    | Floor plan is checked and confirmed with the client to avoid errors  |
|         |  | 6                    | Type and condition of building structures is identified  |
|         |  | 7                    | Potential weak points and risk areas of  |

|   |                              |   |  |
|---|------------------------------|---|--|
|   |                              |   | the site are identified  |
|   |                              | 8 | Environmental factors in the immediate area affecting the security risk of the site are identified                             |
| 3 | Document security assessment | 1 | All required documentation is completed promptly and accurately in accordance with company requirements                        |
|   |                              | 2 | Client confirmation of documentation requirements is obtained where required   |
|   |                              | 3 | An accurate client brief summarising the client's security requirements and assessed security risk is completed where required |
|   |                              | 4 | Indemnity is included to protect interests of all parties where required   |

#### RANGE OF VARIABLES

Security assessment may be carried out by:  
owner; manager; director; supervisor; sales representative; installer; technician

Assessment methods may include:  
discussion with client; visual inspection; review of client floor plans and supporting documentation; questioning police, insurance companies and other bodies

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Client's reasons for security system may include:  
protection of persons, property or assets; conformance with insurance, government or other requirements

Security system may include:  
electronic; mechanical; computerised; procedural

Security risks may include:  
vandalism; trespass; break-in; burglary; assault or harm; sabotage; unauthorised access; theft; pilferage; deliberate or accidental damage

Information may include:  
value or importance of assets; insurance policy; special rooms or areas requiring higher level of protection

Site restrictions, regulations and requirements may include:  
Union requirements; access; occupational requirements; security clearance; building codes and regulations; heritage listings; physical restrictions and limitations

Functions may include:  
requirements for access, movement and restriction; detection; controlling; monitoring; reporting; alerting

Alternative security system options may include:  
Any other viable security system component, equipment or service which may satisfy client needs.

Details relating to access to site and specific site requirements may include:  
time of access; access codes; keys; passes; security clearance; union requirements; OHS requirements; building codes and regulations; heritage listings

Floor plan may be drawn or written

Building structures may include:  
external and interior walls; doors; windows; floors; ceilings; roofs

Weak points and risk areas may include:  
unsecured windows; entry points screened from public view; external doors without deadlocks or with hinges opening outward; flimsy building materials; client habits (eg. doors left unlocked)

Environmental factors may include:  
adequacy of street lighting; traffic flow; neighborhood crime rating; proximity of other buildings

Documentation may include:  
checklists; reports; floor plans; client briefs; specifications; schedules

Company requirements may be found in:  
operations manuals; induction documentation; training materials; requirements documents; insurance policy agreements; verbal or written instructions, client and company confidentiality requirements; quality assurance documents

Client confirmation will be written, and may include:  
signature; letter of confirmation; works order

Client brief may include:  
listing of client requirements; site assessment; determination of security risk; general recommendations for security system required

Indemnity will be written, and may include:  
company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS02A: Access security requirements in complex or high risk environments.

#### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the outcome of one complete assessment under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* determines client's security requirements (including: security needs; assets/areas to be protected; system function requirements; security system options available; and client's budget)
- \* conducts a site assessment where required, including: drawing/obtaining floor plan and identifying and noting building structures
- \* ensures security system can match identified needs
- \* identifies potential weak points/risk areas of the site
- \* identifies environmental factors in the immediate area affecting the security risk of the site
- \* completes all necessary documentation, including a client brief summarising all security requirements and assessed security risk

### **Underpinning Knowledge**

security risk assessment  
security equipment/system options available  
types and functions of security equipment and systems  
building construction methods and types  
basic requirements for installation of security systems  
company requirements  
company and client confidentiality requirements  
duty of care  
relevant industry standards and codes of conduct

### **Underpinning Skills**

communication, including: liaison; client service; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
observation and assessment  
drawing and drafting  
read and interpret plans, designs and specifications  
basic numeracy skills  
safe and efficient work practices  
methodical organisation of work  
time management

### **Resources Required for Assessment**

- Security equipment
- Access to property environment to make assessment
- Case studies
- Criterion referenced assessment instruments
- Guidelines on security assessment
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services

**STREAM**

Security and Investigative Services

**FIELD** Access Security

**UNIT** PRsas02A Assess security requirements in complex or high risk environments

This unit covers the determination of a client's security requirements in complex and high risk environments. This unit applies to large, complex domestic and commercial environments involving a range of security systems, and a range of high risk environments (including banks, restricted facilities, government and legal instruments/agencies, corrective institutions).

| ELEMENT |                            | PERFORMANCE CRITERIA |   |
|---------|----------------------------|----------------------|---|
| 1       | Review client requirements | 1                    | Where required, agreement outlining terms and conditions of security assessment is made and confirmed with client   |
|         |                            | 2                    | Client's security requirements are determined from client brief where available   |
|         |                            | 3                    | Discussions with client/agent are held to clarify and confirm security needs and requirements   |
|         |                            | 4                    | Levels of security appropriate to risk level are identified and confirmed with client   |
|         |                            | 5                    | Current industry practice in the provision of security systems in similar environments is reviewed and evaluated to provide information on appropriate systems and system performance |
|         |                            | 6                    | Other relevant parties are identified and consulted where required to clarify security requirements   |
| 2       | Assess site                | 1                    | Details relating to access to site and site requirements are organised and confirmed with client prior to site assessment   |
|         |                            | 2                    | Appropriate licences and security clearances are identified and obtained where required, in accordance with client and company requirements   |
|         |                            | 3                    | All available building documentation, including floor plans, is obtained and used to aid site assessment  |
|         |                            | 4                    | Physical site assessment includes identification of high risk areas, weak points, access and egress patterns, and   |

|   |                              |   |  |
|---|------------------------------|---|--|
|   |                              |   | existing security equipment/systems  |
|   |                              | 5 | Physical site assessment is made to accurately determine all security system requirements                                      |
| 3 | Document security assessment | 1 | All required documentation is completed promptly and accurately in accordance with company requirements                        |
|   |                              | 2 | Client confirmation of documentation requirements is obtained where required   |
|   |                              | 3 | An accurate client brief summarising the client's security requirements and assessed security risk is completed where required |
|   |                              | 4 | Indemnity is included to protect interests of all parties where required   |

## RANGE OF VARIABLES

Agreement may include:  
confidentiality requirements; security clearances; security procedures; date for completion of assessment; reporting requirements

Security assessment may be carried out by:  
owner; manager; director; supervisor; sales representative; installer; technician

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Security system may include:  
electronic; mechanical; computerised; procedural

Other relevant parties may include:  
police; professional bodies; existing security service providers; building occupiers; regulatory bodies; builder; architect; project manager

Details relating to access to site and site requirements may include:  
access and egress points; time of access; access codes; keys; passes; security clearance; union requirements; OHS requirements; building codes and regulations; heritage listings; physical; noise control

Security risks may include:  
vandalism; trespass; burglary; assault or harm; sabotage; unauthorised access or egress; theft; pilferage; deliberate or accidental damage

Physical site assessment may include:  
type and condition of building structures; weak points and risk areas; site restrictions, regulations and requirements; access and egress patterns; floor plan; existing security equipment/systems

## EVIDENCE GUIDE

## Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS01A: Undertake security assessment.

#### **Guidance for Assessment:**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the outcome of several security assessments in a complex or high risk environment under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* effectively reviews client requirements to determine security system to meet client needs
- \* identifies a range of security systems appropriate to needs of client
- \* confirms integration and compatibility of systems
- \* conducts physical site assessment to determine security system requirements
- \* documents security assessment in accordance with company requirements

#### **Underpinning Knowledge**

security risk assessment  
security equipment/system options available  
types and functions of security equipment and systems  
range of high risk environments and their security requirements  
levels of security to match differing levels of risk  
compatibilities and integration of security systems  
building construction methods and types  
basic requirements for installation of security systems  
company requirements  
company and client confidentiality requirements  
duty of care

#### **Underpinning Skills**

communication, including: liaison; client service; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
observation and assessment  
risk identification  
safe and efficient work practices  
methodical organisation of work  
time management

#### **Resources Required for Assessment**

- Security equipment
- Access to complex/high risk property environment to make assessment
- Case studies
- Criterion referenced assessment instruments
- Guidelines on security assessments for high risk/complex environments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services





**STREAM**

Security and Investigative Services

**FIELD** Access Security

**UNIT** PRsas03A Specify and configure security system

This unit covers the design, specification and configuration of a security system which meets client security requirements. This unit only applies to provision of security equipment/systems for complex and high risk environments.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Clarify client requirements for security system | 1                    | Client's security requirements are reviewed to ensure accuracy   |
|         |   | 2                    | Security and Investigative Services is relevant to the nature of the client's security and price requirements  |
|         |   | 3                    | System is acceptable to client and minimises disruption to client activity   |
| 2       | Clarify site requirements                       | 1                    | Physical site assessment of building types and structures is made where possible to ensure accuracy in system design and to determine placement and positioning of security system equipment |
|         |   | 2                    | Floor plans are used where possible to ensure accuracy in system design and to determine placement and positioning of security system equipment  |
|         |   | 3                    | Site availability and access is established  |
|         |   | 4                    | Site restrictions, regulations and requirements are identified.  |
| 3       | Prepare system schematics and specifications    | 1                    | Schematics are clear and accurate and do not confuse users of the document   |
|         |   | 2                    | Schematics prepared show detail of the security system installation  |
|         |   | 3                    | All required system specifications are documented without omission   |
|         |   | 4                    | Level of detail enables accurate costings to be prepared   |
|         |   | 5                    | Security equipment and material requirements can be accurately prepared from the specification   |
|         |   | 6                    | Schematics and specifications comply with company requirements and relevant legislation  |
| 4       | Configure security system specification         | 1                    | Equipment and materials selected for the security system are suitable for their purpose and meet client security requirements  |

|   |   |   |  |
|---|---|---|--|
| 5 | Confirm security system specification and configuration with client | 1 | Proposed security system specification and configuration is presented to client with clear explanations  |
|   |   | 2 | Documentation prepared is verified with customer in accordance with company requirements, and authorisation to proceed obtained where required |
|   |   | 3 | Indemnity is included to protect interests of all parties where required   |

## RANGE OF VARIABLES

This unit applies to the specification and configuration required for complex and high risk environments.

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Security system may include:

electronic; mechanical; computerised; procedural

Client security requirements may include:

requirements as detailed in security assessment or client brief; system capabilities and functions; equipment and/or system type; equipment locations and positions; installation procedures and schedule; service and maintenance; monitoring; warranty/guarantee; budget

Building types and structures may include:

walls: brick, plaster, weatherboard, framing, concrete; doors: glass, wood, steel, metal; floors: timber, tile, slate, concrete slab, under floor space; ceilings: suspended plaster; false; timber; concrete; ceiling space; roof: tile, metal; hazards: asbestos, electrical wiring

Floor plans may include:

building specifications, architects drawings; floor plans documented during security assessment

Placement and positioning of security system equipment may include:

on walls; within walls; within doors; under floors; within concrete pores; within ceilings or vents; on windows; on external beams; external under eaves

Site restrictions, regulations and requirements may include:

union requirements; access; occupational requirements; security clearance; building codes and regulations; heritage listings; physical restrictions and limitations

Clear and accurate may include:

drawing title and details; plans drawn to scale; inclusion of dimensions and other measurements; key providing explanation for symbols or abbreviations used; use of standard drawing and drafting symbols

Schematics may include:

security system component positioning; cable routes; fixtures; locations of detectors; frame location; control panel locations; switchboards; telephone mainframes; power points

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Materials may include:

cable; support system; connectors; frames; fixings; conduits; ducts; housings; pedestals

Suitability for purpose may include considerations of:

dimensions of areas to be secured; area usage; aesthetics of environment; environmental hazards (eg. air conditioners, animals, rodents and birds, lighting etc); equipment specifications and limitations

Documentation may include:

reports; schematic drawings; floor plans; schedules; work orders

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Client verification and authorisation will be written, and may include:

signature; letter of verification or authorisation; works order

Indemnity will be written, and may include:

company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Legislative considerations may include:

Australian building codes and regulatory requirements for specification and configuration of security system; relevant Australian standards for specification and configuration; OHS safe work practice and duty of care to others in the immediate work environment.

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with unit PRAS22A, Determine security equipment/system modifications

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the design, specification and configuration of a security system under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* clarification of client's security requirements
- \* clarification of site requirements (including: site assessment to ensure correct positioning of equipment; determination of site availability and access; identification of site restrictions, regulations and requirements)
- \* preparation of detailed and accurate security system schematics and specifications
- \* selection of appropriate security equipment and materials from specification
- \* documentation of specification and configuration
- \* presentation and confirmation of specification and configuration to client

### Underpinning Knowledge

types, functions and specifications of security equipment and systems

building construction methods and types

requirements for installation of security systems  
drawing and drafting symbols  
drawing and drafting techniques  
company pricing policy and procedures  
company requirements  
company and client confidentiality requirements  
duty of care

### **Underpinning Skills**

communication, including: liaison; client service; report writing; consultation; interpersonal; listening; questioning;  
gaining feedback; giving information  
drawing and drafting plans, layouts, structures and systems  
presentation of security system specification and configuration documentation for client  
read and interpret plans, designs and specifications  
methodical organisation of work  
numerical calculations: including: time; measurements; quantities  
safe and efficient work practices  
time management

### **Resources Required for Assessment**

Access to client security requirements and site requirements  
Range of security equipment/systems  
Case studies  
Criterion referenced assessment instruments  
Guidelines on security system specifications/configurations  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PRASAS04A Provide estimate and quote

This unit applies to the provision of an estimate and quote based on a routine inquiry, using standardised documents.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Determine security equipment/system requirements                                       | 1                    | Client file and security assessment are reviewed to determine security equipment/system requirements  |
|         |  | 2                    | Specific security equipment capable of meeting client needs and system requirements is identified to allow provision of estimate and quote      |
| 2       | Price labour, equipment, materials and other relevant items and establish availability | 1                    | Company rate schedules are used to provide costs where appropriate  |
|         |  | 2                    | Company and/or industry based labour rates and conditions are applied to establish labour costs   |
|         |  | 3                    | Where equipment or materials are to be obtained from a supplier, quotations are requested to ensure fair comparisons between suppliers are made |
|         |  | 4                    | Equipment and materials availability and delivery dates are confirmed with supplier, where required   |
| 3       | Estimate labour, materials and other relevant item requirements                        | 1                    | Estimations allow for contingencies during installation   |
|         |  | 2                    | Requirements for installation method or for any specialised system being installed are identified and considered                                |
|         |  | 3                    | Estimations plan to return a profit on provision of security system where appropriate   |
|         |  | 4                    | Costs estimated allow for provision of security system to client requirements   |
| 4       | Document and confirm quotation with client   | 1                    | Quotation is prepared in accordance with company requirements   |
|         |  | 2                    | Information provided is clear and concise, and contains all relevant details of proposed security equipment/system                              |

- 3 Quotation provided reflects client requirements
- 4 Copy of quotation is provided to client promptly
- 5 Changes and variations are negotiated to meet client and company needs
- 6 Required company records are updated accurately and promptly
- 7 A client file is created including all details of security system to be provided

### RANGE OF VARIABLES

Work required is performed within established routines and procedures. It involves the collation of information from a variety of established resources.

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Security system may include:

electronic; mechanical; computerised; procedural

Quotations are written and may include:

company identification information; results of security assessment; client brief; recommended security system and agreed security system; system capabilities; system specifications and configuration; equipment and/or system type; equipment locations and positions; service and maintenance; limits of system; costs; timelines; warranty/guarantee/liability terms and conditions if applicable; starting and completion dates; suitable sign-off arrangements by company and client; terms of trade

Some quotations may also act as an invoice for the work.

Quotations may be prepared by:

small business owner; supervisor; security consultant; sales representative; installer; technician

Company rate schedules may include:

labour rates; standard unit costs; standard equipment costs; standard materials costs; standard installation costs; standard service costs; standard monitoring costs

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Materials may include:

cable; support system; connectors; frames; fixings; conduits; ducts; housings; pedestals

Supplier may include:

any company distributing security equipment, equipment and/or materials

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents; quality assurance documents

Contingencies may include:

insurance; time penalties; disputes; availability; delivery; competencies; restricted site access; building progress; weather and environmental conditions; cashflow

Client security requirements may include:  
requirements as detailed in security assessment or client brief; system capabilities and functions; equipment and/or system type; equipment locations and positions; installation procedures and schedule; service and maintenance; monitoring; warranty/guarantee; budget

Requirements for installation method may include:  
use of special tools or equipment (for example, drill, ladder, scaffolding, cherry picker); sub-contract labour

Requirements for a specialist system may include:  
use of special tools; system manuals and documentation; product training; software/hardware development

Changes and variations may include:  
changes and variations in cost; equipment; services; installation; monitoring; starting and/or completion dates; warranty/guarantee/liability terms and conditions; exclusions; terms of trade

Legislative considerations may include:  
contractual requirements for estimating and quoting services

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and reviewing the outcome of one complete quotation activity under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* determines security equipment requirements for provision of security system
- \* determines prices and estimates for labour, equipment, materials and other relevant items
- \* ensures availability of equipment/materials
- \* ensures estimations return a profit where appropriate
- \* ensures estimates allow for provision of security system which meets client requirements
- \* prepares an accurate quote for the client which provides full details of security equipment/system provision

### Underpinning Knowledge

types and functions of security equipment and systems  
building construction methods and types  
requirements for installation of security systems  
company pricing schedules

company pricing policy and procedures  
computer software (company, spreadsheeting, quoting)  
company requirements  
company and client confidentiality requirements  
duty of care  
contractual requirements for estimating and quoting for service provision

### **Underpinning Skills**

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
observation  
determine security equipment to meet client requirements  
numerical calculations: including: time; measurements; quantities  
PC operation  
spreadsheeting  
keyboard skills  
read and interpret plans, designs and specifications  
safe and efficient work practices  
methodical organisation of work  
time management

### **Resources Required for Assessment**

Client file and security assessment information for review  
Designs and specifications  
Unit prices of equipment, materials, labour upon which to make estimate  
Standard company quotation pro forma  
Case studies  
Calculator/computer  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS05A Prepare detailed tender

This unit applies to the preparation of formal tender or submission documentation and presentation to a client to provide a security system which meets tender requirements. This unit will generally only apply to tendering for security systems in complex or high risk environments.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Analyse tender requirements                                  | 1                    | Client security system requirements are identified   |
|         |  | 2                    | Specific tendering criteria and conditions are identified to ensure tender submission conforms to tender requirements  |
|         |  | 3                    | Where the tender includes details of system configuration and specifications, the ability of that system to meet the client's security requirements is checked and confirmed |
| 2       | Determine ability to meet tender requirements and conditions | 1                    | Assessment of the ability to provide the security system in accordance with tender requirements and conditions is made   |
|         |  | 2                    | Viability of tendering for the provision of the security system is assessed to determine whether to submit a tender  |
| 3       | Estimate costs   | 1                    | Company and/or industry based labour rates and conditions are applied to establish labour costs  |
|         |  | 2                    | Company rate schedules are used to provide costs where appropriate   |
|         |  | 3                    | Where equipment or materials are to be obtained from a supplier, quotations are requested to ensure fair comparisons between suppliers is made                               |
|         |  | 4                    | Where equipment or materials are to be obtained from a supplier, their availability is confirmed.  |
|         |  | 5                    | Detailed system budget is prepared based on all known cost elements according to company and tender submission requirements  |
|         |  | 6                    | Suitable allowances for contingencies are provided based on findings from site inspection  |

|   |  |   |  |
|---|--|---|--|
| 4 | Prepare tender submission                    | 1 | Client requirements and security system are accurately documented in accordance with company and submission requirements |
|   |  | 2 | Information provided is clear, concise and relevant  |
|   |  | 3 | System details are discussed with client to enable amendments prior to tender submission where possible                  |
|   |  | 4 | Tender is lodged with the client by required submission date   |
| 5 | Present tender submission where appropriate  | 1 | Presentation is made in a business like manner using suitable aids where appropriate                                     |
|   |  | 2 | Benefits and rationale for the security system is explained clearly  |
|   |  | 3 | Opportunities are provided for client questions and discussion   |
| 6 | Obtain confirmed agreement where appropriate | 1 | Agreement to submission is confirmed in writing by both parties without delay  |
|   |  | 2 | Required company records are updated accurately and promptly   |
|   |  | 3 | A client file is created including all details of security system to be provided   |

**RANGE OF VARIABLES**

This unit may be applied to domestic, retail, commercial or industrial premises.

Work may be done individually or in a group.

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Security system may include:

electronic; mechanical; computerised; procedural

Client security requirements may include:

requirements as detailed in security assessment or client brief; system capabilities and functions; equipment and/or system type; equipment locations and positions; installation procedures and schedule; service and maintenance; monitoring; warranty/guarantee; budget

Tenders are written and may include:

company identification information; results of security assessment; client brief; recommended security system and agreed security system; system capabilities; system specifications and configuration; equipment and/or system type; equipment locations and positions; service and maintenance; limits of system; costs; timelines; warranty/guarantee/liability terms and conditions if applicable; starting and completion dates; suitable sign-off arrangements by company and client; terms of trade

Tendering criteria and conditions may include:

listing of client requirements; eligibility for submission of tender; special requirements; tender document format; interview; meeting or presentation of tender; submission date

Tenders may be prepared by:

small business owner; supervisor; security consultant; sales representative; installer; technician

Assessment of ability to provide security system may include:

tender criteria and conditions; number of staff; time constraints; other projects; availability of equipment and supplies; skills required for provision of system; financial considerations

Viability may include:

Prospect of winning the tender; time constraints; competition in tendering process; likely profit; cost of tender preparation

Company rate schedules may include:

labour rates; standard unit costs; standard equipment costs; standard materials costs; standard installation costs; standard service costs

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Materials may include:

cable; support system; connectors; frames; fixings; conduits; ducts; housings; pedestals

Supplier may include:

any company distributing security equipment, equipment and/or materials

Cost elements may include:

labour; system design; security equipment; materials; parts; programming; installation; servicing; monitoring; maintenance; training

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Submission requirements may include:

tender conditions and criteria; response to all tender clauses; format and layout; submission date; client requirements; legal compliance; conformance with company requirements

Contingencies may include:

insurance; time penalties; disputes; availability; delivery; competencies; restricted site access; building progress; weather and environmental conditions; cashflow

Legislative considerations may include:

contractual requirements for tender preparation

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the outcome of one complete preparation and presentation under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* identifies all client security system requirements
- \* identifies all tendering criteria and conditions
- \* reviews system configuration and specifications where available to ensure capable of meeting client security requirements
- \* assesses ability to provide system and viability of tendering
- \* determines prices and estimates for labour, equipment, materials and other relevant items
- \* ensures availability of equipment/materials
- \* prepares a detailed system budget
- \* makes allowances for contingencies
- \* prepares an accurate tender submission for the client which provides full details of security equipment/system provision
- \* discusses system options where possible to enable amendments prior to tender submission
- \* lodges tender by submission date
- \* presents tender professionally, explains all details and allows questions and discussion
- \* obtains agreement on tender submission where appropriate
- \* completes required documentation

### **Underpinning Knowledge**

types and functions of security equipment and systems  
requirements for installation of security systems  
professional tender layout and presentation methods  
company pricing schedules  
computer software (company, spreadsheets, quoting)  
company pricing policy and procedures  
company requirements  
company and client confidentiality requirements  
duty of care  
legislative requirements for tender preparation

### **Underpinning Skills**

communication, including: liaison; customer service; negotiating; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
observation  
coordination  
project management  
numerical calculations: including: time; measurements; quantities  
PC operation  
spreadsheets  
keyboard skills  
read and interpret plans, designs and specifications  
safe and efficient work practices  
methodical organisation of work  
time management

## Resources Required for Assessment

Client file and security assessment information for review  
Unit prices of equipment, materials, labour upon which to make estimate  
Standard company tendering pro formas  
Calculator/computer  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PRSAS06A Plan and schedule installation

This unit applies to the planning and scheduling of all types of security equipment/system installations.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Determine job requirements               | 1                    | Job file and client information is received and reviewed to confirm client expectations for job  |
|         |  | 2                    | Approval for work is received in writing from the client where required, in accordance with company requirements   |
|         |  | 3                    | Details relating to access to site and specific site requirements are clarified and confirmed with client  |
|         |  | 4                    | Labour, tools and equipment and security equipment/system required for job are clearly identified  |
|         |  | 5                    | Where required, details of work are clearly communicated to and organised with monitoring station  |
| 2       | Allocate and order resource requirements | 1                    | Labour required for installation has relevant skills, qualifications and licences to effectively fulfill job requirements  |
|         |  | 2                    | Labour is scheduled to be available when required for installation   |
|         |  | 3                    | Security equipment/system required for installation is checked to ensure availability on installation, and ordered in advance of needs where required              |
|         |  | 4                    | Tools and equipment required for installation are checked to ensure availability on installation, and organised or ordered in advance of needs where required      |
|         |  | 5                    | Where required, application to relevant authorities for security equipment/system communications connection is made to ensure access to connection on installation |
| 3       | Schedule installation events             | 1                    | Work schedules are made to maximise productivity and meet client and company requirements  |
|         |  | 2                    | Times for installation are planned to  |

|   |                                    |  |   |
|---|------------------------------------|--|---|
|   |                                    |  | minimise client disruption  |
|   | 3                                  | Weather and other contingencies are identified, assessed and incorporated in work schedule |   |
|   | 4                                  | Emergency and urgent work requirements are scheduled for priority attention                |   |
| 4 | Document work order where required | 1  | Work order clearly states all details of schedule and job and resource requirements for installation  |
|   |                                    | 2  | Work order is completed promptly and provided to relevant personnel in accordance with company policy |

**RANGE OF VARIABLES**

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Client information may be found in:  
job file; security assessment; client brief; estimate and quote; tender documents; verbal discussions with client

Details relating to access to site and specific site requirements may include:  
access and egress points; time of access; access codes; keys; passes; security clearance; union requirements; OHS requirements; building codes and regulations; heritage listings; physical ; noise control

Tools and equipment may include:  
computer; software; test equipment; multimeter; hand tools; power tools; fixing tools; strippers; router; file; drill; lockpick; pick gun; followers; spirit level; soldering iron; welder; crimp tools; IDC tools; ladder; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Security equipment may include:  
detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:  
electronic; mechanical; computerised; procedural

Associated materials may include:  
cable; wiring; fixings; mounts; screws; sealants; springs; pins; graphite powder; silicon; grease; oil; glue; paint; patch materials; solder

Relevant authorities may include:  
Australian Communications Authority (ACA); telecommunications service providers

Communications connections may include:  
securitel; direct line; mobile phone line; standard switch phone line; radio; mobile data; packet radio

Work schedules may be prepared for:  
daily, weekly, monthly or annual timeframes

Work schedules may be:  
paper based or computerised; work diary; to do list; charts and wall mounted planning boards

Other contingencies may include:  
industrial disputes; building delays; public holidays and shut-down periods

Work order will be written, and may include:  
work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Relevant personnel may include:  
installer; sub contractor; technician; supervisor; manager; director; client

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations relating to planning and scheduling installation may include:  
OHS requirements for installation; Australian building codes and regulations; Communications Authority (ACA) cabling standard requirements; EPA noise control regulations

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the planning and scheduling for the installation of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* clearly identifies job requirements
- \* organises and allocates labour, tools and equipment and security equipment/system required for installation
- \* prepares realistic work schedules, which include consideration of contingencies
- \* prepares work order

### Underpinning Knowledge

job types  
standard industry time allocations for installations  
contingency factors  
local conditions and travel routes  
scheduling methods  
building construction methods and types  
technical terminology  
skill requirements for installation of security equipment/systems

company requirements  
company and client confidentiality requirements  
duty of care  
communications connection requirements  
OHS requirements for installation  
Australian building codes and regulations relating to installation  
Communications Authority (ACA) cabling standard requirements  
noise control requirements

**Underpinning Skills**

communication, including: liaison; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting plans and specifications  
project planning  
allocating work  
methodical organisation of work  
problem solving  
time management  
prioritisation of work  
estimating  
basic numeracy skills

**Resources Required for Assessment**

Client file and security system requirements information for review  
List of available resources  
Calculator  
Communications equipment  
Role plays  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PRSAS07A Coordinate installation

This unit applies to the co-ordination, monitoring and checking of security equipment/system installations. This unit is generally only applicable for larger installations.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Monitor installation progress                              | 1                    | Work progress is monitored against work schedules and budgets to ensure completion within targets  |
|         |  | 2                    | Compliance with client requirements, company requirements, manufacturers' specifications, relevant industry standards, OHS and relevant legislation is monitored regularly |
|         |  | 3                    | Where required, installation, testing and commissioning requirements are communicated and confirmed with relevant personnel  |
| 2       | Adjust work requirements where required                    | 1                    | Changes and reasons for variations to schedule are recorded to enable adjustment of future work requirements   |
|         |  | 2                    | Additional or changed work requirements are quoted and confirmed with client prior to commencement   |
|         |  | 3                    | Labour load variations are adjusted to meet installation needs and minimise variation to budget and schedule   |
|         |  | 4                    | Client is advised and access confirmed in advance of rescheduled work  |
|         |  | 5                    | Where required, work order is adjusted to include all new or changed details of schedule and job and resource requirements for installation                                |
| 3       | Check for completion of installation and correct operation | 1                    | Completed installation conforms to client and company requirements, manufacturers' specifications, and relevant industry standards and legislation                         |

- 2 Security equipment/system is checked for successful test and commission in accordance with client and company requirements, manufacturers' specifications and relevant industry standards and legislation

### RANGE OF VARIABLES

Work schedules may be paper based or computerised; work diary; to do list; charts and wall mounted planning boards

Budgets may be found in estimate and quote or tender.

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Monitoring may occur on a daily, weekly, monthly basis depending upon the complexity of the job and company requirements

Work order will be written, and may include:  
work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Changes and reasons for variation may include:  
changed client requirements; changed installation requirements; contingency factors (including industrial disputes and building delays)

Legislative considerations relating to planning and scheduling installation may include:  
OHS requirements for installation

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the co-ordination of installation of security equipment/system under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* monitors installation progress against work schedules and budgets
- \* makes adjustments to work requirements where required in order to minimise deviation from work schedule or budget
- \* maintains clear communication with installer and client
- \* checks partial completion and completion of work for conformance to standards and requirements

### **Underpinning Knowledge**

job types  
 standard industry time allocations for installations  
 contingency factors  
 local conditions and travel routes  
 scheduling methods  
 building construction methods and types  
 technical terminology  
 skill requirements for installation, testing and commissioning of security equipment/systems  
 company requirements  
 company and client confidentiality requirements  
 duty of care  
 communications connection requirements  
 OHS requirements for installation

### **Underpinning Skills**

communication, including: liaison; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
 reading and interpreting plans and specifications  
 supervision  
 work evaluation  
 project planning  
 allocating work  
 methodical organisation of work  
 problem solving  
 time management  
 prioritisation of work  
 estimating  
 basic numeracy skills

### **Resources Required for Assessment**

- Client file and security system requirements information for review
- Work progress reports
- List of available resources
- Communications equipment
- Case studies
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom

- Access to a registered provider of assessment services



Security and Investigative Services

**STREAM****FIELD** Access Security**UNIT** ICTTC005A Install cable and cable support system

This unit covers the installation of a range of cables and cable support systems for security equipment/systems to the point of termination.

This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |                                | PERFORMANCE CRITERIA |  |
|---------|--------------------------------|----------------------|--|
| 1       | Prepare for cable installation | 1                    | Work order is reviewed, and all cable installation requirements are clearly identified   |
|         |                                | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation   |
|         |                                | 3                    | Possible risks and hazards to installation of cable are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Plan cable run                 | 1                    | Structural building requirements and obstacles are accurately identified to ensure availability of access route for cable run  |
|         |                                | 2                    | Access route for cable run and existing support structures are identified and confirmed  |
|         |                                | 3                    | Where no pre-existing support structures exist, a cable run is determined to comply with client and equipment/system requirements, and confirmed with client                     |
|         |                                | 4                    | Where required, cable support systems are installed to allow safe and effective cable support  |
|         |                                | 5                    | Hazards to installation and for cable operation are accurately identified  |
|         |                                | 6                    | Cable run maximises the security and integrity of the cable to minimise risk of tampering or contamination   |
|         |                                | 7                    | Concealment of cable run is maximised to satisfy client's aesthetic requirements   |
|         |                                | 8                    | Cable run conforms to equipment/system location and positioning requirements, client and   |

|   |  |   |   |
|---|--|---|---|
|   |  |   | company requirements and relevant industry standards  |
| 3 | Prepare for cable support installation | 1 | Work order and cable run are reviewed, and all cable support installation requirements are clearly identified   |
|   |  | 2 | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation  |
|   |  | 3 | Possible risks and hazards to cable support installation are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 4 | Determine support method               | 1 | Client requirements, manufacturers' specifications and cable run requirements for cable support are identified  |
|   |  | 2 | Support system is appropriate to the planned cable route and any identified site constraints  |
|   |  | 3 | Support system is capable of supporting the planned concentration of cable in any location  |
|   |  | 4 | Support system facilitates ready access to cable for maintenance and repairs  |
|   |  | 5 | Support system conforms to client's aesthetic requirements  |
| 5 | Markout and install fixings            | 1 | Fixings are installed in a safe and efficient manner, and in accordance with manufacturers' specifications  |
|   |  | 2 | Fixings are installed to specifications and have sufficient strength to contain planned cable installation  |
|   |  | 3 | Fixings are correctly aligned with environment to facilitate installation of the support system   |
| 6 | Install support structures             | 1 | Structures are installed in a safe and efficient manner in accordance with manufacturers' specifications, company and legislative requirements  |
|   |  | 2 | Support structures are secured to building surfaces and tensioned where necessary to ensure cable weight can be carried in all operating conditions                                   |
|   |  | 3 | Support structures are correctly aligned to enable cable to be installed evenly, in order and without damage  |

- |   |  |  |
|---|--|--|
| 7 | Install cable                                | <ol style="list-style-type: none"> <li>1 Cable is installed in accordance with cable run requirements, relevant industry standards and OHS and other legislation</li> <li>2 Cable is handled in accordance with manufacturers' specifications to ensure no damage to cable and operation capability is maintained</li> <li>3 Cable placement is neat, orderly and methodical</li> <li>4 Cable is fixed securely in accordance with manufacturers' specifications and relevant industry standards</li> <li>5 Sufficient excess is allowed at cable ends to facilitate termination</li> <li>6 Outlet end of cable is labelled promptly and clearly to ensure accurate cable identification</li> <li>7 Where required, cable is checked and tested to ensure system integrity and correct operation in accordance with manufacturers' specifications and relevant industry standards</li> <li>8 Cable outlets are closed up and sealed where required</li> <li>9 Cable is installed in a safe and efficient manner</li> </ol> |
| 8 | Clean up worksite                            | <ol style="list-style-type: none"> <li>1 All tools and equipment are cleaned and stored in a secure and safe location</li> <li>2 Worksite is cleared, tidied and reinstated in accordance with client and company requirements</li> </ol>  |
| 9 | Document cabling installation where required | <ol style="list-style-type: none"> <li>1 All required documentation is completed promptly and accurately, in accordance with company requirements, manufacturers' specifications and relevant legislation</li> <li>2 Client confirmation of documentation is obtained where required</li> <li>3 Client equipment/system records are updated to ensure traceability of information is maintained</li> </ol>   |

#### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Work order will be written, and may include:  
work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Tools and equipment may include:  
multimeter; F-set; cable testing equipment; hand tools; power tools; fixing tools; flexible rods; fishing tools; strippers; router; file; followers; spirit level; soldering iron; welder; crimp tools; IDC tools; ladder; scaffold; scissor lift; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Materials may include:  
fixings (including: saddles; conduit; loxins; girderclips; wall plugs; hollow wall anchors; silicon; screws); parts and components; wire and cable; solder; insulation tape; glue; paint; patch materials; electronic components; sealing compounds

Possible risks and hazards may include:  
non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Cable run may be:  
within wall cavity; within false ceiling; clipped to girders; attached to support structures; underground reticulation; aerial conduit; trenching; part of building process (eg. laid within concrete)

Tools and equipment may include:  
hand tools; power tools; fixing tools; spirit level; welder; ladder; scaffold; scissor lift; hoist; drop sheet; personal protective equipment; communications equipment

Materials may include:  
fixings (including: saddles; conduit; loxins; girderclips; wall plugs; hollow wall anchors; silicon; screws); parts and components; solder; insulation tape; glue; paint; patch materials; electronic components; sealing compounds

Cable support systems may include:  
suspension; catenary wire; ducts; cable tray; fixings

Support systems may be installed in:  
ceilings; exposed areas; under floors; in building risers designed for service installation

Cable may be:  
figure eight; four core; 2 pairs; 6 cores; various strands per core; communications cable; coaxial cable; 7 strand data cable

All cable used must comply with appropriate Australian Communications Authority (ACA) technical standard requirements and relevant industry standards

Cable run may be:  
within wall cavity; within false ceiling; clipped to girders; attached to support structures; underground reticulation; aerial conduit; trenching; part of building process (eg. laid within concrete)

Client and equipment/system requirements may be found in:  
client brief; security system specifications; estimate and quote; tender documents

Hazards may include:

live power; vermin; water; glass fibre; asbestos; building debris; manual handling; natural and other gas buildup; confined spaces

Labelling may include:

attaching cable tags; cable colour coding system and identifiers; identification written on cable

Testing may include tests for resistance and earth leakage

Documentation may include:

cable positioning; cable identification; amount of cable used; fixings; job card; testing conducted; adjustments to original cable plan or installation plan; cable support positioning; materials used

Safe operating procedures may include:

working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:

masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for installing cable and cable support system may include:

OHS requirements and safe work practices; compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the installation of wiring systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

\* methodically organises cable installation

\* determines cable run which satisfies all client, job and company policy and procedures

\* methodically organises cable support installation

\* clearly identifies all client requirements, manufacturers specifications and cable run requirements

\* determines a support method and system appropriate to the planned cable route, constraints, and client's aesthetic requirements

\* aligns and installs fixings and support structures safely and efficiently and in accordance with manufacturers' specifications and cable installation requirements

\* reinstates worksite

\* cleans tools and equipment and stores in a secure and safe location

- \* completes all required documentation, and obtains client confirmation of documentation where required
- \* follows cable installation procedures safely, efficiently and effectively
- \* safely, efficiently and effectively uses tools and equipment
- \* clearly labels cable
- \* checks cable to ensure integrity
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### **Underpinning Knowledge**

building construction methods and types  
functions and uses of differing cable types  
technical terminology  
cable support requirements  
types and uses of cable support systems  
methods of cable installation  
methods of cable concealment  
installation hazards  
cable handling requirements  
methods of fixing cable  
electrical concepts  
earthing systems arrangements and requirements  
cable identification  
electrical connections  
testing wiring systems  
communications connection requirements  
cable termination  
cable labelling methods and requirements  
confined space procedures  
company requirements  
company and client confidentiality requirements  
duty of care  
OHS requirements and safe work practices  
requirements of Australian building codes and regulations and Australian Communications Authority (ACA)  
cabling standards on installation

### **Underpinning Skills**

communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting plans and specifications  
planning a cable run  
concealment of cable  
use of relevant tools and equipment (including hand tools, power tools and test equipment)  
installation and fixing of cable  
cable handling  
terminating cable  
identifying and labelling cable  
soldering  
welding  
drilling  
basic carpentry  
methodical organisation of work

fix and make good' practices  
problem solving  
time management  
estimating  
basic numeracy skills  
work in confined spaces  
safe and efficient work practices

**Resources Required for Assessment**

Client file and security system requirements information for review  
Work order  
Tools, equipment and materials for installing cable and cable supports  
Manufacturers' installation instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS09A Install security equipment/system

This unit covers the installation of a range of types of security equipment/systems.

This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

This unit does not fully cover the installation of CCTV and locking systems - they are addressed in Units PRAS10A and PRAS11A as specialisations.

| ELEMENT |                                   | PERFORMANCE CRITERIA |   |
|---------|-----------------------------------|----------------------|---|
| 1       | Prepare for installation          | 1                    | Work order is reviewed, and all installation requirements are clearly identified  |
|         |                                   | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation  |
|         |                                   | 3                    | Possible risks and hazards to security equipment/system installation are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Install security equipment/system | 1                    | Equipment/system is installed in accordance with manufacturers' specifications, relevant industry standards and OHS and relevant legislation  |
|         |                                   | 2                    | Hazards to installation are accurately identified   |
|         |                                   | 3                    | Equipment/system is installed in specified positions and locations to maximise security coverage, ensure correct operation and compliance with equipment/system requirements                      |
|         |                                   | 4                    | Equipment/system is fixed securely and satisfies client's aesthetic requirements  |
|         |                                   | 5                    | Where required, equipment/system is terminated and connected to cable in accordance with manufacturers' specifications and relevant industry standards  |
|         |                                   | 6                    | Where required, end of line device/resistor is fitted   |
|         |                                   | 7                    | Where required, cable entries are sealed to prevent contamination and ensure integrity and security of cable system   |

|   |                                      |   |   |
|---|--------------------------------------|---|---|
|   |                                      | 8 | Where required, housing is securely and neatly refitted on equipment/system   |
|   |                                      | 9 | Any alteration or change to installation requirements is confirmed with client, and written approval for work signed by client where required |
| 3 | Clean up worksite                    | 1 | All tools and equipment are cleaned and stored in a secure and safe location  |
|   |                                      | 2 | Worksite is cleared, tidied and reinstated in accordance with client and company requirements   |
| 4 | Document installation where required | 1 | All required documentation is completed promptly and accurately, in accordance with company requirements and manufacturers' specifications    |
|   |                                      | 2 | Client confirmation of documentation is obtained where required   |
|   |                                      | 3 | Client equipment/system records are updated to ensure traceability of information is maintained   |

### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Tools and equipment may include:

multimeter; F-set; cable testing equipment; hand tools; power tools; fixing tools; flexible rods; fishing tools; strippers; router; file; followers; spirit level; soldering iron; welder; crimp tools; IDC tools; lockpick; pick gun; ladder; scaffold; scissor lift; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Materials may include:

fixings (including: saddles; conduit; loxins; girderclips; wall plugs; hollow wall anchors; silicon; screws); parts and components; wire and cable; solder; insulation tape; glue; paint; patch materials; electronic components; sealing compounds

Possible risks and hazards may include:  
non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Security equipment may include:  
detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:  
electronic; mechanical; computerised; procedural

Client and equipment/system requirements may be found in:  
client brief; security system specifications; estimate and quote; tender documents

Hazards may include:  
live power; vermin; water; glass fibre; asbestos; building debris; manual handling; natural and other gas buildup

Contamination may include:  
dust; insects; water; vermin

Documentation may include:  
equipment/system positioning; section lists; zone lists; equipment list; cable identification; fixings; job card; adjustments to original cable plan

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for installing security equipment may include:  
OHS requirements and safe work practices; compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS10A, Install CCTV system, or Unit PRAS11A, Install mechanical lock/locking system.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the installation of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* methodically organises equipment/system installation
- \* installs, locates, and positions equipment/system to satisfies all client, job and company requirements
- \* safely and efficiently follows installation procedures
- \* safely, efficiently and effectively uses tools and equipment
- \* checks equipment/system to ensure integrity, security and safety
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### **Underpinning Knowledge**

building construction methods and types  
technical terminology  
types, functions and requirements of security equipment/systems  
types, functions and uses of end of line devices and resistors  
methods of equipment/system installation  
installation hazards  
methods of fixing equipment/systems  
cable termination and connection  
methods of sealing cable entries  
electrical concepts  
cable handling requirements  
earthing systems arrangements and requirements  
cable identification  
electrical connections  
confined space procedures  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting plans and specifications  
use of relevant tools and equipment (including hand tools and power tools)  
fitting end of line devices  
installation and fixing of security equipment/systems  
terminating and connecting cable  
identifying cable  
cable handling

soldering  
welding  
drilling  
basic carpentry

'fix and make good' practices  
methodical organisation of work  
problem solving  
working in confined spaces  
time management  
estimating  
basic numeracy skills  
safe and efficient work practices

**Resources Required for Assessment**

Client file and security system requirements information for review  
Work order  
Tools, equipment and materials for installing security equipment/system  
Manufacturers' installation instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS10A Install CCTV system

This unit covers the installation of a CCTV system.

This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Prepare for installation               | 1                    | Work order is reviewed, and all installation requirements are clearly identified  |
|         |  | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation  |
|         |  | 3                    | Possible risks and hazards to security equipment/system installation are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Install monitors and recording systems | 1                    | Monitors and recording systems are safely and effectively installed in specified location(s) and position(s), in accordance with manufacturers' specifications and client requirements            |
| 3       | Install camera and housing             | 1                    | Camera housing is positioned to allow effective functioning of camera and maximise coverage and reliability   |
|         |  | 2                    | Camera housing is positioned to minimise likelihood of tampering  |
|         |  | 3                    | Where covert monitoring is required, visibility of the camera is adequately minimised, in accordance with manufacturers' specifications and client requirements                                   |
|         |  | 4                    | Camera is fitted securely to housing, in accordance with manufacturers' specifications  |
|         |  | 5                    | Camera positioning is adjusted and directed towards area to be monitored  |

|   |                                      |   |  |
|---|--------------------------------------|---|--|
| 4 | Clean up worksite                    | 1 | All tools and equipment are cleaned and stored in a secure and safe location   |
|   |                                      | 2 | Worksite is cleared, tidied and reinstated in accordance with client and company requirements  |
| 5 | Document installation where required | 1 | All required documentation is completed promptly and accurately, in accordance with company requirements and manufacturers' specifications |

**RANGE OF VARIABLES**

This unit applies to extra-low voltage environments.

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Work order will be written, and may include:  
work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

For CCTV installation, specific tools and equipment may include:  
multimeter; hand tools; power tools; fixing tools; strippers; spirit level; soldering iron; welder; ladder; scaffold; scissor lift; hoist; drop sheet; batteries; personal protective equipment; communications equipment

For CCTV installation, specific materials may include:  
fixings (including: saddles; conduit; loxins; girderclips; wall plugs; hollow wall anchors; silicon; screws); cleaning rags; wire and cable; lens cleaner

Camera housing may be overt or covert, and includes housing, wall mounts and accessories

Cameras may include:  
black and white; colour; general purpose; special purpose

Monitors may include:  
black and white; colour

Recording devices may include:  
video cassette recorders

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Documentation may include:  
CCTV equipment/system positioning; section lists; zone lists; equipment list; fixings; job card;

Safe operating procedures may include:

working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; woggles; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for installing CCTV system may include:  
OHS requirements and safe work practices; compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRSAS09A, Install security equipment system.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the installation of a CCTV system under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* methodically organises equipment/system installation
- \* positions camera housing to allow effective camera functioning and minimise likelihood of tampering
- \* minimises visibility of camera where covert monitoring is required
- \* fits camera securely to housing in accordance with manufacturers' specifications
- \* installs monitors and recording systems in specific locations and positions in accordance with manufacturers' specifications and client requirements
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### Underpinning Knowledge

types, functions and requirements of CCTV systems

methods of CCTV installation

methods of fixing CCTV equipment/systems

technical terminology

installation hazards

methods of fixing equipment/systems  
cable termination and connection  
methods of sealing cable entries  
electrical concepts  
cable handling requirements  
earthing systems arrangements and requirements  
cable identification

company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

fitting end of line devices  
installation and fixing of housings, cameras, monitors and recording systems  
'fix and make good' practices  
terminating and connecting cable  
identifying cable  
cable handling  
soldering  
welding  
drilling  
basic carpentry  
methodical organisation of work  
working at heights

### **Resources Required for Assessment**

Client file and security system requirements information for review  
Work order  
Tools, equipment and materials for cctv  
Manufacturers' installation instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRsas11A Install mechanical lock/locking system

This unit covers the installation of a mechanical lock/locking system.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Prepare for installation               | 1                    | Work order is reviewed, and all installation requirements are clearly identified   |
|         |  | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation   |
|         |  | 3                    | Possible risks and hazards to mechanical lock/locking system installation are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Install mechanical lock/locking system | 1                    | Lock position is clearly and accurately marked out to allow lock installation  |
|         |  | 2                    | Fitting of locks ensures no splitting or bruising of timber doors and frames   |
|         |  | 3                    | Locks are fitted to timber doors and jams in accordance with manufacturers' specifications and relevant legislation  |
|         |  | 4                    | Door control devices are fitted to allow correct operation of doors in accordance with manufacturers' specifications and relevant legislation  |
|         |  | 5                    | Where required, hollow doors are upgraded or strengthened to increase security in accordance with client and company requirements, and relevant legislation  |
| 3       | Clean up worksite                      | 1                    | All tools and equipment are cleaned and stored in a secure and safe location   |
|         |  | 2                    | Worksite is cleared, tidied and reinstated in accordance with client and company requirements  |
| 4       | Document installation where required   | 1                    | All required documentation is completed promptly and accurately, in accordance with company requirements   |

and manufacturers' specifications

- 2 Client confirmation of documentation is obtained where required
- 3 Client records are updated to ensure traceability of information is maintained

## RANGE OF VARIABLES

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

For locking system installation, specific tools and equipment may include:

hand tools; power tools; fixing tools; router; file; spirit level; soldering iron; welder ; lockpick; pick gun; ladder; scaffold; scissor lift; hoist; drop sheet; personal protective equipment; communications equipment

For locking system installation, specific materials may include:

springs; pins; graphite powder; oil; silicon; dry lube; grease; lockease; glue; patch materials; cleaning rags; sealing compounds; wire and cable

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Documentation may include:

equipment/system positioning; section lists; zone lists; equipment list; fixings; job card;

Safe operating procedures may include:

working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:

masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for installing mechanical lock/locking system may include:

OHS requirements and safe work practices; compliance with Australian building codes and regulations

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS09A, Install security equipment/system.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the installation of several mechanical locks/locking systems (including door and window locks) under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* methodically organises equipment/system installation
- \* installs, locates, and positions equipment/system to satisfy all client, job and company requirements
- \* safely and efficiently follows installation procedures
- \* clearly and accurately marks out lock position
- \* fits locks in accordance with manufacturers' specifications
- \* fits door control devices to allow correct operation of doors
- \* strengthens or upgrades hollow doors where required
- \* safely, efficiently and effectively uses tools and equipment
- \* checks equipment/system to ensure integrity, security and safety
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### **Underpinning Knowledge**

types, functions and requirements of mechanical locks/locking systems  
types of doors and windows and mechanical lock applications  
insurance specifications  
requirements for working around glass  
fundamentals of locksmithing  
building construction methods and types  
technical terminology  
installation hazards  
confined space procedures

company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian building codes and regulations

### **Underpinning Skills**

selecting correct mechanical lock/locking system for door and window applications  
communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting plans and specifications  
use of relevant tools and equipment (including hand tools and power tools)  
installation of mechanical locks/locking systems

welding  
drilling  
basic carpentry  
'fix and make good' practices  
methodical organisation of work  
problem solving  
working in confined spaces  
time management  
estimating  
basic numeracy skills  
safe and efficient work practices

**Resources Required for Assessment**

- Client file and security system requirements information for review
  - Work order
  - Tools, equipment and materials for installing mechanical locks/locking systems
  - Manufacturers' installation instructions
  - Communications equipment
  - Case studies
  - Criterion referenced assessment instruments
  - Relevant codes of practice
  - A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS12A Program security equipment/system

This unit applies to the programming and configuration of all types of security/equipment systems.

This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |                          | PERFORMANCE CRITERIA |  |
|---------|--------------------------|----------------------|--|
| 1       | Prepare for programming  | 1                    | Work order is reviewed, and all programming requirements are clearly identified  |
|         |                          | 2                    | Programming requirements and configuration parameters are clearly identified   |
|         |                          | 3                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation   |
|         |                          | 4                    | Possible risks and hazards to programming are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Program equipment/system | 1                    | Equipment/system is powered in accordance with manufacturers' specifications, company requirements and relevant industry standards                                     |
|         |                          | 2                    | Equipment/system is programmed and configured in accordance with company and client requirements, manufacturers' specifications and relevant industry standards        |
|         |                          | 3                    | Programming and configuration ensures correct equipment/system operation and compliance with equipment/system requirements   |
|         |                          | 4                    | Any alteration or change to programming requirements is confirmed with client, and written approval for work signed by client where required                           |
|         |                          | 5                    | Where required, equipment/system configuration is checked to confirm required operation and functioning in accordance with company requirements                        |
|         |                          | 6                    | Programming is completed in a safe and efficient manner  |
| 3       | Clean up worksite        | 1                    | All tools and equipment are cleaned  |

|   |                                     |   |   |
|---|-------------------------------------|---|---|
|   |                                     |   | and stored in a secure and safe location  |
|   |                                     | 2 | Worksite is cleared, tidied and reinstated in accordance with client and company requirements   |
| 4 | Document programming where required | 1 | All required documentation is completed promptly and accurately, in accordance with company requirements  |
|   |                                     | 2 | Client confirmation of documentation is obtained where required   |
|   |                                     | 3 | Where required, documentation of equipment/system programming and configuration is supplied to monitoring station in accordance with company requirements |
|   |                                     | 4 | Client equipment/system records are updated to ensure traceability of information is maintained   |

#### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Programming requirements and configuration parameters may be found in: work order; system plans and specifications; manufacturers' specifications

Programming requirements and configuration parameters may include: alarm types; reporting; access controls; alerting monitoring station

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Tools and equipment may include:

multimeter; F-set; cable testing equipment; hand tools; power tools; fixing tools; flexible rods; fishing tools; strippers; router; file; followers; spirit level; soldering iron; welder; crimp tools; IDC tools; lockpick; pick gun; ladder; scaffold; scissor lift; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Materials may include:

computer disks

Possible risks and hazards may include:

non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Client and equipment/system requirements may be found in:

client brief; security system specifications; estimate and quote; tender documents

Hazards may include:

live power; vermin; water; glass fibre; asbestos; building debris; manual handling; natural and other gas buildup

Contamination may include:

dust; insects; water; vermin

Documentation may include:

equipment/system positioning; section lists; zone lists; equipment list; cable identification; fixings; job card; adjustments to original cable plan

Safe operating procedures may include:

working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:

safety boots

Legislative considerations for programming security equipment/system may include:

OHS requirements and safe work practices; compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the programming and configuration of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* methodically organises for equipment/system programming
- \* programs and configures equipment/system to satisfy all client, job and company requirements
- \* safe and efficient work practices followed
- \* safely, efficiently and effectively uses tools and equipment
- \* checks equipment/system to ensure integrity, security and safety
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### **Underpinning Knowledge**

building construction methods and types  
powering systems  
types, functions and requirements of security equipment/systems  
keypad and control panel types and functions  
methods of equipment/system programming  
equipment/system configurations  
computer software  
electrical concepts – voltage, current, resistance and impedance  
cable handling requirements  
earthing systems arrangements and requirements  
cable identification  
electrical connections  
technical terminology  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices;  
requirements for compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting plans and specifications  
use of relevant tools and equipment  
power security equipment/system  
programming and configuring of security equipment/systems  
downloading and uploading information  
computer literacy  
use of keypads and control panels  
identifying cable  
cable handling  
'fix and make good' practices  
methodical organisation of work  
problem solving  
time management  
estimating  
basic numeracy skills

safe and efficient work practices

### **Resources Required for Assessment**

Client file and security system programming requirements for review  
Work order  
Tools, equipment and materials for equipment/system programming

Manufacturers' programming instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRsas13a Test installed security equipment/system

This unit applies to the testing of security equipment and systems (including cable system, equipment components and programming). This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Prepare for equipment/system test      | 1                    | Work order is reviewed, and tests to confirm correct equipment/system performance and functioning determined   |
|         |  | 2                    | Tools and equipment required for work are obtained and checked to ensure safe and efficient operation  |
|         |  | 3                    | Calibration certification is current where appropriate to reduce possibility of unreliable test data and ensure traceability                                       |
|         |  | 4                    | Work area and equipment/system are made safe for testing   |
|         |  | 5                    | Possible risks and hazards to testing are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Perform tests                          | 1                    | Tools and equipment selected are suitable for the tests to be performed to ensure relevance of test data   |
|         |  | 2                    | Tests provide reliable and accurate test data on equipment/system operation and functioning  |
|         |  | 3                    | Work is performed safely to remove risk of injury to operator, other users or equipment/system   |
|         |  | 4                    | Where required, clear communication is maintained with monitoring station during performance of tests  |
|         |  | 5                    | Tests are performed in a safe and efficient manner   |
| 3       | Interpret results and determine action | 1                    | Test results are interpreted with due diligence and compared against manufacturers' specifications and equipment/system requirements for performance               |
|         |  | 2                    | All test requirements and parameters are considered when evaluating test results   |

|   |                       |   |  |
|---|-----------------------|---|--|
|   |                       | 3 | Test results are assessed fairly and accurately and are based on verifiable data                 |
| 4 | Clean up worksite     | 1 | All tools and equipment are cleaned and stored in a secure and safe location                     |
|   |                       | 2 | Worksite is cleared, tidied and reinstated in accordance with client and company requirements    |
| 5 | Document test results | 1 | Results of tests are documented promptly and accurately, in accordance with company requirements |
|   |                       | 2 | Test results are verified and provided to client where required                                  |
|   |                       | 3 | Client equipment/system records are updated to ensure traceability of information is maintained  |

#### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Tests may include:

testing cable, wiring and connections (continuity, resistance, earth leakage, voltage); walk test; coverage test; safety tests; calibration test; test for correct relaying of information/data; testing to specifications; detection test; alarm test; functional test

Tools and equipment may include:

computer; software; test equipment; ladder; scaffold; scissor lift; hoist; batteries; personal protective equipment; communications equipment

Materials may include:

computer disks; test board; test tape

Possible risks and hazards may include:

non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Safe operating procedures may include:

working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:

safety boots

Legislative considerations for testing installed security equipment/system may include:

OHS requirements and safe work practices; compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the testing of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* methodically organises for equipment/system testing
- \* determines appropriate tests to confirm operation and performance of equipment/system
- \* tests equipment/system to satisfy all client, job and company requirements
- \* correctly interprets test results
- \* clearly and appropriately determines actions from test results
- \* safely and efficiently follows test procedures
- \* safely, efficiently and effectively uses tools and equipment
- \* checks equipment/system to ensure integrity, security and safety
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation

\* obtains client sign off for work completed if required

### **Underpinning Knowledge**

powering systems  
types, functions and requirements of security equipment/systems  
keypad and control panel types and functions  
methods of equipment/system testing  
cable identification  
earthing systems arrangements and requirements  
electrical concepts - voltage, current, resistance and impedance  
cable identification  
electrical connections  
types of electrical circuits  
circuit protection requirements  
cable handling requirements  
testing wiring systems  
test equipment uses  
equipment/system configurations and programs  
circuit protection requirements  
computer software  
isolating and testing procedures  
technical terminology  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting plans and specifications  
selection and use of relevant testing tools and equipment  
testing security equipment/systems  
evaluation of test results  
cable isolation, testing and tagging procedures  
power security equipment/system  
downloading and uploading information  
computer literacy  
use of keypads and control panels  
methodical organisation of work  
identifying cable  
cable handling  
'fix and make good' practices  
problem solving  
time management  
estimating  
basic numeracy skills  
safe and efficient work practices

### **Resources Required for Assessment**

Client file and security system operation requirements for review  
Work order  
Tools, equipment and materials for equipment/system testing  
Manufacturers' operation and testing instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom

Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS14A Commission security equipment/system

This unit applies to the commissioning of security equipment/systems and associated services to the client. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Prepare for commissioning  | 1                    | Work order is reviewed to confirm correct operation, and all commissioning requirements are clearly identified  |
|         |  | 2                    | Tools and resources required for job are obtained and checked to ensure safe and efficient operation  |
|         |  | 3                    | Possible risks and hazards to commissioning of security system are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Explain equipment/system functions and capabilities and hand over equipment/system | 1                    | Equipment/system is tested and operated in presence of client to confirm operation in accordance with company requirements  |
|         |  | 2                    | Equipment/system explanation is presented to client or persons authorised to represent client   |
|         |  | 3                    | System functions are clearly explained and demonstrated to client   |
|         |  | 4                    | Client is trained to correctly operate equipment/system   |
|         |  | 5                    | Where required, monitoring and response procedures are determined, clarified and clearly explained to client  |
|         |  | 6                    | Where required, customisation of equipment/system to match client requirements is completed   |
|         |  | 7                    | Clear instructions are provided on equipment/system maintenance   |
|         |  | 8                    | All relevant information and documentation is provided to client in accordance with company requirements  |
|         |  | 9                    | Security equipment/system is commissioned in a safe and efficient manner  |

|   |                        |   |   |
|---|------------------------|---|---|
| 3 | Document commissioning | 1 | Results of commissioning are documented promptly and accurately, in accordance with company requirements  |
|   |                        | 2 | Client signature is obtained to confirm acceptance of installation and commissioning of equipment/system, in accordance with company requirements |
|   |                        | 3 | Client equipment/system records are updated to ensure traceability of information is maintained   |
|   |                        | 4 | Client equipment/system records are handed over to relevant departments where required, in accordance with company requirements                   |

#### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Commissioning requirements may include:

equipment/system to be commissioned; persons to be trained; scheduling of commissioning; information/documentation to be handed over to client; customisation requirements; monitoring and response procedures to be determined/clarified

Tools and equipment may include:

computer; software; test equipment; ladder; scaffold; scissor lift; hoist; batteries; personal protective equipment; communications equipment

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Possible risks and hazards may include:

non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Training may include:  
verbal and written explanations; demonstration; practice; question and answer session

Monitoring and response procedures to be determined and clarified may include:  
sector lists; response procedures and actions; contact lists

Customisation of equipment/system may include:  
changing password or user code; modifying system functions; adding system functions; changing volume or length of alarms

Information/documentation provided to client may include:  
manufacturer's manual; user manuals; maintenance requirements and contract; monitoring procedures and contract; keying plan; warranty requirements and contract; additional company marketing information; company contact details

Results of commissioning documentation may include:  
commissioning undertaken; persons equipment/system commissioned to; date and time of commissioning; information/documentation handed over to client; job card; customisation of equipment/system

Departments may include:  
monitoring station; service; maintenance; accounts

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
safety boots

Legislative considerations for testing commissioning security equipment/system may include:  
OHS requirements and safe work practices

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the commissioning of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* methodically organises for commissioning
- \* gives clear instructions, directions, demonstration and explanations of equipment/system functions and operation
- \* provides clear and easy to understand training
- \* ensures client understands functions and can operate equipment/system satisfactorily
- \* obtains and clarifies monitoring and response procedures where required
- \* customises equipment where required to match client requirements
- \* follows safe and efficient work practices
- \* safely, efficiently and effectively uses tools and resources
- \* cleans and safely stores tools and resources
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required
- \* provides company information and services available to client where required

### **Underpinning Knowledge**

types, functions and requirements of security equipment/systems  
 keypad and control panel types and functions  
 methods of equipment/system commissioning  
 equipment/system configurations and programs  
 security equipment/system test equipment  
 computer software  
 technical terminology  
 company requirements  
 company and client confidentiality requirements  
 OHS requirements and safe work practices

### **Underpinning Skills**

communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
 training clients in use of equipment/systems  
 testing security equipment/systems  
 reading and interpreting plans and specifications  
 downloading and uploading information  
 customisation of equipment/systems  
 computer literacy  
 use of keypads and control panels  
 methodical organisation of work  
 problem solving  
 'fix and make good' practices  
 time management  
 estimating  
 basic numeracy skills  
 safe and efficient work practices

### **Resources Required for Assessment**

Client file and security system operation requirements for review  
 Work order  
 Tools, equipment and materials for equipment/system commissioning  
 Equipment/system operating instructions

Company pro forma commissioning checklists  
Communications equipment  
Role plays  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRsas15A Plan and schedule routine maintenance, repairs and modifications

This unit applies to the planning and scheduling of all types of security equipment/system maintenance, repairs and modifications, including decommissioning and removal.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Determine job requirements               | 1                    | Job file and client information is received and reviewed to confirm client expectations for job   |
|         |  | 2                    | The need for replacement or repair is assessed or confirmed in accordance with nature of fault, client requirements, type of equipment/system, and economic feasibility |
|         |  | 3                    | Existing warranties and service agreements are checked to establish if any identified maintenance requirement is covered by such documents                              |
|         |  | 4                    | Where required, an estimate and quote is provided to the client, detailing work to be carried out and costs   |
|         |  | 5                    | Approval for work is received in writing from the client where required, in accordance with company requirements  |
|         |  | 6                    | Details relating to Access to site and specific site requirements are organised and confirmed with client   |
|         |  | 7                    | Labour, tools and equipment and security equipment/system required for job are clearly identified   |
|         |  | 8                    | Where required, details of work are clearly communicated to and organised with monitoring station   |
| 2       | Allocate and order resource requirements | 1                    | Labour required for job has relevant skills, qualifications and licences to effectively fulfill job requirements  |
|         |  | 2                    | Labour is scheduled to be available when required for work  |
|         |  | 3                    | Security equipment/system required for job is checked to ensure availability, and ordered in advance of needs where required  |
|         |  | 4                    | Tools and equipment required for job are checked to ensure availability, and organised or ordered in advance of needs where required                                    |
|         |  | 5                    | Where required, details of job are clearly communicated to and organised  |

|   |                                    |   |  |
|---|------------------------------------|---|--|
|   |                                    |   | with monitoring station  |
|   |                                    | 6 | Where required, application to relevant authorities for security equipment/system communications connection is made to ensure Access to connection |
| 3 | Schedule work                      | 1 | Work schedules are made to maximise productivity and meet client and company requirements  |
|   |                                    | 2 | Times for installation are planned to minimise client disruption   |
|   |                                    | 3 | Weather and other contingencies are identified, assessed and incorporated in work schedule   |
|   |                                    | 4 | Emergency and urgent work requirements are scheduled for priority attention  |
| 4 | Document work order where required | 1 | Work order clearly states all details of schedule and job and resource requirements  |
|   |                                    | 2 | Work order is completed promptly and provided to relevant personnel in accordance with company requirements  |

### **RANGE OF VARIABLES**

Maintenance, repairs and modifications in this context refers to: fault diagnosis; maintenance; repairs; modifications; decommissioning; equipment/system removal

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Warranties and service agreements may be found in:

client records; service history; manufacturers' specifications

Details relating to Access to site and specific site requirements may include:

access and egress points; time of access; access codes; keys; passes; security clearance; union requirements; OHS requirements; building codes and regulations; heritage listings; physical ; noise control

Tools and equipment may include:

computer; software; test equipment; multimeter; hand tools; power tools; fixing tools; strippers; router; file; drill; lockpick; pick gun; followers; spirit level; soldering iron; welder; crimp tools; IDC tools; ladder; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Materials may include:

parts and components; security equipment/systems; wire and cable; fixings; mounts; screws; sealants; springs; pins; graphite powder; silicon; grease; oil; glue; paint; patch materials; solder

Relevant authorities may include:

Australian Communications Authority (ACA); telecommunications service providers

Communications connections may include:

securitel; direct line; mobile phone line; standard switch phone line; radio; mobile data; packet radio

Work schedules may be prepared for:

daily, weekly, monthly or annual timeframes

Work schedules may be:

paper based or computerised; work diary; to do list; charts and wall mounted planning boards

Other contingencies may include:

industrial disputes; building delays; public holidays and shut-down periods

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Relevant personnel may include:

installer; sub contractor; technician; supervisor; manager; director; client

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations relating to planning and scheduling routine maintenance, repairs and modifications may include:

OHS requirements for installation; Australian building codes and regulations; Australian Communications Authority (ACA) cabling standard requirements

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the planning and scheduling of repairs and maintenance for security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* clearly identifies job requirements
- \* organises and allocates labour, tools and equipment and security equipment/system required for work
- \* prepares realistic work schedules, which include consideration of contingencies
- \* prepares work order

### **Underpinning Knowledge**

job types  
standard industry time allocations for routine repairs, maintenance, modifications, decommissioning and system removal  
contingency factors  
local conditions and travel routes  
scheduling methods  
building construction methods and types  
technical terminology  
skill requirements for repairs and maintenance of security equipment/systems  
company requirements  
company and client confidentiality requirements  
duty of care  
communications connection requirements  
OHS requirements for installation  
Australian building codes and regulations relating to installation  
Australian Communications Authority (ACA) cabling standard requirements

### **Underpinning Skills**

communication, including: liaison; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting plans and specifications  
project planning  
allocating work  
methodical organisation of work  
problem solving  
time management  
prioritisation of work  
estimating  
basic numeracy skills

### **Resources Required for Assessment**

Client file and security system maintenance/repairs/modifications requirements information for review  
List of available resources  
Company pro forma maintenance schedules  
Communications equipment  
Role plays  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRsas16A Identify and diagnose electronic security equipment/system fault

This unit covers the identification and diagnosis of faults in electronic security equipment/systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify and clarify nature of problem             | 1                    | Client is consulted to identify and clarify equipment/system problem   |
|         |  | 2                    | Operational data is assessed to identify and clarify equipment/system problem  |
|         |  | 3                    | The normal performance and functions of the equipment/system are ascertained   |
|         |  | 4                    | Likelihood of an equipment/system fault existing is assessed   |
| 2       | Establish context and background information       | 1                    | Site variables are determined to enable a full assessment of the fault context   |
|         |  | 2                    | Historical information of past performance and operational data are reviewed to identify trends in equipment/system in operation |
| 3       | Determine and rank likely causes of fault          | 1                    | Most probable causes of fault are determined from operational data and historical information where available                    |
|         |  | 2                    | Ranking of causes work from system wide problems to specific problems where relevant to fault                                    |
|         |  | 3                    | Likely causes are ranked in order of probability to ensure a methodical approach to fault identification is used                 |
| 4       | Apply checks and tests                             | 1                    | Continued existence of problem is confirmed  |
|         |  | 2                    | Visual inspection of likely fault is undertaken where required   |
|         |  | 3                    | Connections, parts and components are checked for operation and against reference items where required                           |
| 5       | Use appropriate tools and equipment where required | 1                    | Tools and equipment required to determine equipment/system fault are obtained  |
|         |  | 2                    | Tools and equipment are in correct operating order to ensure accuracy in   |

|   |  |   |   |
|---|--|---|---|
|   |  |   | testing and diagnosis   |
|   |  | 3 | Tools and equipment are used in accordance with manufacturers' specifications and checked to be in safe working order |
| 6 | Apply fault finding methodology            | 1 | Approach to fault identification is methodical, safe and suitable for equipment/system problem type                   |
|   |  | 2 | Fault is progressively isolated to remove likely variables from assessment  |
|   |  | 3 | Continued existence of problem is verified regularly  |
|   |  | 4 | All available information is reviewed to identify likely solutions  |
|   |  | 5 | Fault is identified in the shortest time possible, minimising costs and disruption to the client.                     |
| 7 | Document diagnosis of fault where required | 1 | All required documentation is completed promptly and accurately in accordance with company requirements               |
|   |  | 2 | Documentation includes specific details of fault diagnosis  |
|   |  | 3 | Client confirmation of documentation is obtained where required   |
|   |  | 4 | Indemnity is included to protect interests of all parties where required  |

### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Fault identification and diagnosis may be made remotely or on site

Faults may be:

electronic; software; mechanical; procedural; operational misuse; environmental; previous installation

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; electronic locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; computerised; procedural

Operational data may be found in:

central monitoring station records; maintenance documentation; manufacturers' specifications; visual inspection; software records; backups

Information on normal performance and functions of equipment may be found in:  
manufacturers' specifications; equipment manuals; job specifications

Site variables may include:  
equipment/system usage; environmental conditions; building structures; client habits

Historical information of past performance may be found in:  
installation records; client records; central station records; site logs; alarm history; maintenance and repair documentation; product releases; manufacturers' specifications; job specifications; system manufacture

Visual inspection may include:  
inspection of equipment/system malfunctioning; inspection of parts and components; inspection of mechanisms; inspection of connections; inspection using computer tools; client demonstration; environmental assessment

Tools and equipment may include:  
computer; software; test equipment; multimeter; hand tools; fixing tools; strippers; router; power saw; hand tools; file; drill; followers; glass break tester; spirit level; soldering iron; welder; crimp tools; IDC tools; ladder; hoist; personal protective equipment; communications equipment

Materials may include:  
computer disks

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Information may include:  
manufacturers' specifications; historical information of past performance; site variables; operational data

Documentation may include:  
completion of work log; equipment/system problem; fault diagnosis; warranty conditions and allowances; recommendation for repair; circuit diagrams and flow charts; keying plans

Client confirmation of documentation will be written, and may include:  
sign-off of work completed; signature; letter of verification or authorisation

Indemnity will be written, and may include:  
company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for identifying and diagnosing faults may include:  
OHS requirements and safe work practices; compliance with Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS17A, Identify and diagnose CCTV equipment/system fault, or Unit PRAS18A, Identify and diagnose mechanical lock/locking system fault.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the identification and diagnosis of electronic security equipment/system faults under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* consults client and assesses operational data to identify and clarify problem
- \* ascertains normal performance
- \* makes an assessment of likelihood of fault existing
- \* establishes context and background information (site variables and historical information)
- \* determines and ranks likely causes of fault
- \* applies checks and tests (including: visually inspects likely fault; checks connections, parts and components)
- \* uses appropriate tools and equipment
- \* applies fault finding methodology (including: uses methodical approach; progressively isolates fault; verifies continued existence of problem; reviews all available information; identifies fault in shortest time possible)
- \* documents fault diagnosis and obtains client confirmation of documentation where required

### **Underpinning Knowledge**

types, functions and specifications of security equipment/systems  
principles of operation of security equipment/systems  
data transmission networks  
operating systems  
technical terms  
basics of circuit diagrams  
electrical connections  
common test equipment  
electrical concepts – voltage, current, resistance and impedance  
cable handling requirements  
earthing systems arrangements and requirements

cable identification  
fault finding techniques  
common equipment/system faults  
building construction methods and types  
requirements for installation of security systems  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams (including circuit diagrams)

methodical organisation of work  
problem solving  
trouble shooting  
flow charting systems  
basic logic and lateral thinking  
use appropriate test equipment  
use hand tools  
identifying cable  
cable handling  
'fix and make good' practices  
basic carpentry  
soldering  
welding  
drilling  
reading/interpreting a multimeter  
fault finding  
safe and efficient work practices

**Resources Required for Assessment**

Client file and security system operation information for review  
Work order  
Equipment/systems with faults for diagnosis  
Testing tools, equipment and materials for fault finding  
Manufacturers' operations and fault finding instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS17A Identify and diagnose CCTV equipment/system fault

This unit covers the identification and diagnosis of faults in CCTV equipment/system.

This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify and clarify nature of problem       | 1                    | Client is consulted to identify and clarify CCTV equipment/system fault  |
|         |  | 2                    | Operational data is assessed to identify and clarify equipment/system problem  |
|         |  | 3                    | The normal performance and functions of the equipment/system is ascertained  |
|         |  | 4                    | Likelihood of an equipment/system fault existing is assessed   |
| 2       | Establish context and background information | 1                    | Site variables are determined to enable a full assessment of the fault context   |
|         |  | 2                    | Historical information of past performance and operational data are reviewed to identify trends in equipment/system in operation |
| 3       | Determine and rank likely causes of fault    | 1                    | Most probable causes of fault are determined from operational data and historical information where available                    |
|         |  | 2                    | Ranking of cause work from system wide problems to specific problems where relevant to fault                                     |
|         |  | 3                    | Likely causes are ranked in order of probability to ensure a methodological approach to fault identification is used             |
| 4       | Apply checks and tests for operation         | 1                    | Wiring, cables and power are checked to ensure connection in accordance with manufacturers' specifications                       |
|         |  | 2                    | Heads in recording device are checked for dust and obstructions  |
|         |  | 3                    | Camera functioning is observed for correct operation and movement  |
| 5       | Check output to screen/monitor or video      | 1                    | Characteristics of output to screen/monitor are observed to identify and clarify equipment/system problem                        |
|         |  | 2                    | Recorded video output is viewed to identify and clarify equipment/system   |

|   |  |   |   |
|---|--|---|---|
|   |  |   | problem   |
| 6 | Apply checks and tests for output                  | 1 | Camera lens is checked to ensure clear and clean  |
|   |  | 2 | Screen/monitor output controls, (including power, colour, brightness, contrast, volume, channels, and vertical hold) are checked for correct settings |
|   |  | 3 | Walk test is conducted to determine viewing and recording outputs   |
| 7 | Use appropriate tools and equipment where required | 1 | Tools and equipment required to determine equipment/system fault are obtained   |
|   |  | 2 | Tools and equipment are in correct operating order to ensure accuracy in testing and diagnosis  |
|   |  | 3 | Tools and equipment are used in accordance with manufacturers' specifications and checked to be in safe working order                                 |
| 8 | Apply fault finding methodology                    | 1 | Approach to fault identification is methodical, safe and suitable for equipment/system problem type   |
|   |  | 2 | Fault is progressively isolated to remove likely variables from assessment  |
|   |  | 3 | Continued existence of problem is verified regularly  |
|   |  | 4 | All available information is reviewed to identify likely solutions  |
|   |  | 5 | Fault is identified in the shortest time possible, minimising costs and disruption to the client.   |
| 9 | Document diagnosis of fault where required         | 1 | All required documentation is completed promptly and accurately in accordance with company requirements   |
|   |  | 2 | Documentation includes specific details of fault diagnosis  |
|   |  | 3 | Client confirmation of documentation is obtained where required   |
|   |  | 4 | Indemnity is included to protect interests of all parties where required  |

**RANGE OF VARIABLES**

This unit applies to extra-low voltage environments.

Fault identification and diagnosis may be made remotely or on site

Faults may be:

electronic; software; mechanical; procedural; operational misuse; environmental; previous installation

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

CCTV systems may include:

camera; monitor; recording device; cable connections

Cameras may include:

black and white; colour; general purpose; special purpose

Monitors may include:

black and white; colour

Recording devices may include:

video cassette recorders

Characteristics of output to screen may include:

no image; blurred image; snowy image; flickering screen; frozen image; moving picture; view of incorrect area

Recorded video output may include:

video tape

Screen/monitor output controls may include:

power; colour; brightness; contrast; volume; channels; vertical hold

For CCTV fault diagnosis, specific tools and equipment may include:

multimeter; testing equipment; hand tools; strippers; soldering iron; ladder; scaffold; scissor lift; hoist; drop sheet; personal protective equipment; communications equipment

For CCTV installation, specific materials may include:

fixings (including: saddles; conduit; loxins; girderclips; wall plugs; hollow wall anchors; silicon; screws); cleaning rags; wire and cable; lens cleaner

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Safe operating procedures may include:

working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:

masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for identifying and diagnosing faults may include:

OHS requirements and safe work practices; compliance with Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS16A, Identify and diagnose electronic security equipment/system fault.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the diagnosis of faults in a CCTV system under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* consults client and assesses operational data to identify and clarify problem
- \* ascertains normal performance
- \* makes an assessment of likelihood of fault existing
- \* establishes context and background information (site variables and historical information)
- \* determines and ranks likely causes of fault
- \* applies checks and tests (including: visually inspects likely fault; checks connections, parts and components)
- \* checks output to screen/monitor or video
- \* applies checks and tests for operation
- \* applies checks and tests for output, including conducting a walk test
- \* applies fault finding methodology (including: uses methodical approach; progressively isolates fault; verifies continued existence of problem; reviews all available information; identifies fault in shortest time possible)
- \* documents fault diagnosis and obtains client confirmation of documentation where required

### **Underpinning Knowledge**

types, functions and requirements of CCTV systems  
methods of CCTV installation  
common CCTV faults  
CCTV tests  
testing equipment used for diagnosis of CCTV faults  
operating CCTV systems  
cleaning requirements for recording equipment and video heads  
cleaning requirements for lenses  
operation and uses of screen/monitor output controls  
fault finding techniques  
building construction methods and types

company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

diagnosing faults in cameras, monitors and recording systems  
use relevant testing equipment  
walk testing  
clean recording equipment and video heads  
clean lenses  
adjusting screen/monitor output controls  
communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams (including circuit diagrams)  
methodical organisation of work

problem solving  
trouble shooting  
flow charting systems  
basic logic and lateral thinking  
use appropriate test equipment  
use hand tools  
identifying cable  
cable handling  
'fix and make good' practices  
basic carpentry  
soldering  
welding  
drilling  
reading/interpreting a multimeter  
fault finding  
safe and efficient work practices

**Resources Required for Assessment**

Client file and equipment/system operation information for review  
Work order  
Equipment/systems with faults for diagnosis  
Testing tools, equipment and materials for fault finding  
Manufacturers' operations and fault finding instructions  
Communications equipment  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS18A Identify and diagnose mechanical lock/locking system fault

This unit covers the identification and diagnosis of faults in mechanical locks/locking systems.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify and clarify nature of problem       | 1                    | Client is consulted to identify and clarify equipment/system problem   |
|         |  | 2                    | Operational data is assessed to identify and clarify equipment/system problem  |
|         |  | 3                    | The normal performance and functions of the equipment/system are ascertained   |
|         |  | 4                    | Likelihood of an equipment/system fault existing is assessed   |
| 2       | Establish context and background information | 1                    | Site variables are determined to enable a full assessment of the fault context   |
|         |  | 2                    | Historical information of past performance and operational data are reviewed to identify trends in equipment/system in operation |
| 3       | Determine and rank likely causes of fault    | 1                    | Most probable causes of fault are determined from operational data and historical information where available                    |
|         |  | 2                    | Ranking of causes work from system wide problems to specific problems where relevant to fault                                    |
|         |  | 3                    | Likely causes are ranked in order of probability to ensure a methodical approach to fault identification is used                 |
| 4       | Apply checks and tests                       | 1                    | Continued existence of problem is confirmed  |
|         |  | 2                    | Visual inspection of likely fault is undertaken where required   |
|         |  | 3                    | Connections, parts and components are checked for operation and against reference items where required                           |
| 5       | Check locking function                       | 1                    | Lock is checked for operation, including opening, closing and security   |
|         |  | 2                    | Client is consulted where required to confirm correct procedures used in operation of lock                                       |
|         |  | 3                    | Lock is checked for obstruction using  |

|   |  |   |  |
|---|--|---|--|
|   |  |   | appropriate tools and equipment  |
|   |  | 4 | Lock is disassembled and component parts inspected for wear, faults or obstruction, in accordance with manufacturers' specifications |
|   |  | 5 | Keys are checked for poor fit or wear  |
| 6 | Use appropriate tools and equipment where required | 1 | Tools and equipment required to determine equipment/system fault are obtained  |
|   |  | 2 | Tools and equipment are in correct operating order to ensure accuracy in testing and diagnosis                                       |
|   |  | 3 | Tools and equipment are used in accordance with manufacturers' specifications and checked to be in safe working order                |
| 7 | Apply fault finding methodology                    | 1 | Approach to fault identification is methodical, safe and suitable for equipment/system problem type                                  |
|   |  | 2 | Fault is progressively isolated to remove likely variables from assessment   |
|   |  | 3 | Continued existence of problem is verified regularly   |
|   |  | 4 | All available information is reviewed to identify likely solutions   |
|   |  | 5 | Fault is identified in the shortest time possible, minimising costs and disruption to the client.                                    |
| 8 | Document diagnosis of fault where required         | 1 | All required documentation is completed promptly and accurately in accordance with company requirements                              |
|   |  | 2 | Documentation includes specific details of fault diagnosis   |
|   |  | 3 | Client confirmation of documentation is obtained where required  |
|   |  | 4 | Indemnity is included to protect interests of all parties where required   |

### RANGE OF VARIABLES

Fault identification and diagnosis may be made remotely or on site

Faults may be:

electronic; software; mechanical; procedural; operational misuse; environmental; previous installation

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

For locking system installation, specific tools and equipment may include:  
hand tools; power tools; fixing tools; router; file; spirit level; soldering iron; welder ; lockpick; pick gun; ladder;  
scaffold; scissor lift; hoist; drop sheet; personal protective equipment; communications equipment

For locking system installation, specific materials may include:  
springs; pins; graphite powder; oil; silicon; dry lube; grease; lockease; glue; patch materials; cleaning rags;  
sealing compounds; wire and cable

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and  
diagrams; warranty documents

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and  
equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces  
procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and  
other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights;  
warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for identifying and diagnosing faults may include:  
OHS requirements and safe work practices; Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress  
towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the  
elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment  
against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the  
required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS16A, Identify and diagnose electronic security  
equipment/system fault.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the  
diagnosis of faults in a mechanical lock/locking system under normal industry operating conditions. If this is not  
practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* consults client and assesses operational data to identify and clarify problem
- \* ascertains normal performance
- \* makes an assessment of likelihood of fault existing
- \* establishes context and background information (site variables and historical information)
- \* determines and ranks likely causes of fault
- \* applies checks and tests (including: visually inspects likely fault; checks parts and components)
- \* checks locking function (including: checks operation; confirms client uses correct procedure to open lock;  
checks for obstruction)

- \* disassembles and checks component parts
- \* checks keys for poor fit or wear
- \* uses appropriate tools and equipment
- \* applies fault finding methodology (including: uses methodical approach; progressively isolates fault; verifies continued existence of problem; reviews all available information; identifies fault in shortest time possible)
- \* documents fault diagnosis and obtains client confirmation of documentation where required

### **Underpinning Knowledge**

types, functions and requirements of mechanical locks/locking systems  
common mechanical locking faults  
mechanical lock tests  
testing equipment and tools used for diagnosis of mechanical locking faults  
operating mechanical locks  
disassembly of mechanical locks  
mechanical lock maintenance requirements  
key characteristics and requirements  
types of doors and windows and mechanical locking system applications  
requirements for working around glass  
fundamentals of locksmithing  
fault finding techniques  
building construction methods and types  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

use appropriate test equipment  
mechanical lock maintenance  
lubricating locks  
disassembly of locks  
use relevant hand tools  
communication, including: liaison; customer service; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting locking system specifications, charts and diagrams  
methodical organisation of work  
problem solving  
trouble shooting  
basic logic and lateral thinking  
'fix and make good' practices  
basic carpentry

soldering  
welding  
drilling  
fault finding  
safe and efficient work practices

### **Resources Required for Assessment**

Client file and security system operation information for review  
Work order  
Mechanical locks/locking systems with faults for diagnosis  
Testing tools, equipment and materials for fault finding  
Manufacturers' operations and fault finding instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS19A Repair security equipment/system faults

This unit covers the repair of security equipment/system faults. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |                     | PERFORMANCE CRITERIA |  |
|---------|---------------------|----------------------|--|
| 1       | Prepare for repairs | 1                    | Work order is reviewed, and all repairs required to successfully restore equipment/system functioning are clearly identified   |
|         |                     | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation   |
|         |                     | 3                    | Possible risks and hazards to repair of security system are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Conduct repairs     | 1                    | Equipment/system to be repaired is accessed in accordance with manufacturers' specifications, and minimises disruption to client or property   |
|         |                     | 2                    | Equipment/system operation is tested where required to confirm status and repair requirements  |
|         |                     | 3                    | Repair procedures are appropriate as to the type of fault diagnosed, and in accordance with manufacturers' specifications, company requirements and OHS and other legislation        |
|         |                     | 4                    | Tools and equipment required for repairs are correctly identified, selected and used in accordance with manufacturers' specifications and OHS and other legislation                  |
|         |                     | 5                    | Work is conducted using safe work practices in accordance with company requirements, OHS and other legislation   |
|         |                     | 6                    | Where required, clear communication is maintained with monitoring station during repairs   |
|         |                     | 7                    | Repairs are completed in a timely fashion in accordance with work schedule and company requirements  |
|         |                     | 8                    | On completion of repairs,  |

|   |                   |   |   |
|---|-------------------|---|---|
|   |                   |   | equipment/system is tested to confirm correct operation and recommissioned to the client  |
|   |                   | 9 | Where fault is result of client operational error, client is educated as to correct operation of equipment/system.                        |
| 3 | Clean up worksite | 1 | All tools and equipment are cleaned and stored in accordance with manufacturers' specifications and company requirements                  |
|   |                   | 2 | Worksite is cleared, tidied and reinstated in accordance with client and company requirements   |
| 4 | Document repairs  | 1 | All required documentation is completed promptly and accurately in accordance with company requirements and manufacturers' specifications |
|   |                   | 2 | Client confirmation of documentation is obtained where required   |
|   |                   | 3 | Indemnity is included to protect interests of all parties where required  |

#### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Repairs may be made remotely or on site

Work order will be written, and may include:  
work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Faults may be:  
electronic; software; mechanical; procedural; operational misuse; environmental; previous installation

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Security equipment may include:  
detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:  
electronic; mechanical; computerised; procedural

Tools and equipment may include:

computer; software; test equipment; multimeter; hand tools; fixing tools; strippers; router; power saw; hand tools; file; drill; lockpick; pick gun; followers; glass break tester; spirit level; soldering iron; welder; crimp tools; IDC tools; ladder; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Materials may include:

resistors; parts and components; wire and cable; fixings; solder; insulation tape; springs; pins; oil; silicon; grease; glass cleaner/lens cleaner; glue; paint; patch materials; electronic components; sealing compounds; cleaning compounds

Access to equipment/system may involve:

use of access code; disablement of system; removal of housing; access token; keys; phone line access; modem

Possible risks and hazards may include:

non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Disruption to client or property may include:

security; time; access; noise; use of communications equipment; business operation

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Client operational error may include:

misoperation; environmental contamination; misinformation

Documentation may include:

completion of work log; equipment/system problem; fault diagnosis; warranty conditions and allowances; recommendation for repair; repairs undertaken; testing and commissioning results; parts and components replaced; recommendations for future operation and maintenance; costings

Client confirmation of documentation will be written, and may include:

sign-off of work completed; signature; letter of verification or authorisation

Indemnity will be written, and may include:

company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Safe operating procedures may include:

working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:

masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for repairing security equipment/system may include:

OHS requirements and safe work practices; Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the repair of security equipment/system faults under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* effectively prepares for equipment/system repairs (including: identifies work requirements from work order; obtains all necessary tools and equipment; identifies possible risks and hazards to repairs and incorporates those into job requirements)
- \* accesses equipment/system in accordance with manufacturers' specifications
- \* tests operation where required to confirm status and repair requirements
- \* repairs equipment/system using appropriate procedures
- \* works safely
- \* maintains clear communication with monitoring station where required
- \* completes repairs in a timely fashion
- \* tests equipment/system on completion of repairs to confirm operation
- \* recommissions equipment/system to client
- \* educates client on equipment/system operation where required
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### **Underpinning Knowledge**

types, functions and specifications of security equipment/systems  
principles of operation of security equipment/systems  
security equipment/system repair techniques  
technical terms  
fault finding techniques  
electrical concepts – voltages, current, resistance, impedance  
cable handling requirements  
earthing systems arrangements and requirements  
cable identification  
electrical connections  
common equipment/system faults  
building construction methods and types

requirements for installation of security systems  
confined spaces procedure  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements for compliance with Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams  
methodical organisation of work  
problem solving  
fault finding

trouble shooting  
using appropriate test equipment  
repairing security equipment/systems  
using hand tools  
identifying cable  
cable handling  
'fix and make good' practices  
basic carpentry  
soldering  
welding  
drilling  
reading/interpreting a multimeter  
work in confined spaces  
safe and efficient work practices

**Resources Required for Assessment**

Client file and security system operation information for review  
Work order  
Equipment/systems requiring repairs  
Tools, equipment and materials for conducting repairs  
Manufacturers' operations and repair instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS20A Maintain security equipment/system

This unit covers the routine maintenance of security equipment/systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |                         | PERFORMANCE CRITERIA |   |
|---------|-------------------------|----------------------|---|
| 1       | Prepare for maintenance | 1                    | Work order is reviewed, and all maintenance requirements are clearly identified   |
|         |                         | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation  |
|         |                         | 3                    | Possible risks and hazards to maintenance of security system are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements             |
| 2       | Conduct maintenance     | 1                    | Equipment/system requiring maintenance is accessed in accordance with manufacturers' specifications, and minimises disruption to client or property   |
|         |                         | 2                    | Maintenance conducted is appropriate as to the type of equipment/system being maintained, and is in accordance with manufacturers' specifications, company requirements and OHS and other legislation |
|         |                         | 3                    | Equipment is cleaned where necessary to ensure safe and effective operation in accordance with manufacturers' specifications  |
|         |                         | 4                    | A visual inspection is conducted to pinpoint any damage, obstruction, or component wear.  |
|         |                         | 5                    | An operational check is conducted to determine appropriate operation of equipment/system  |
|         |                         | 6                    | Where fault is identified, client and relevant personnel are notified promptly, in accordance with company requirements   |
|         |                         | 7                    | Where required, clear communication is maintained with monitoring station during modification   |
|         |                         | 8                    | Tools and equipment required for maintenance are correctly identified,  |

|   |                                     |   |
|---|-------------------------------------|---|
|   |                                     | selected and used in accordance with manufacturers' specifications, and OHS and other legislation   |
|   | 9                                   | Work is conducted using safe work practices in accordance with company requirements, OHS and other legislation                            |
|   | 10                                  | Maintenance is completed in a timely fashion in accordance with work schedule and company requirements                                    |
|   | 11                                  | On completion of repairs, equipment/system is tested to confirm correct operation and recommissioned to the client where required         |
| 3 | Clean up worksite                   |   |
|   | 1                                   | All tools and equipment are cleaned and stored in accordance with manufacturers' specifications and company requirements                  |
|   | 2                                   | Worksite is cleared, tidied and reinstated in accordance with client and company requirements   |
| 4 | Document maintenance where required |   |
|   | 1                                   | All required documentation is completed promptly and accurately in accordance with company requirements and manufacturers' specifications |
|   | 2                                   | Client confirmation of documentation is obtained where required   |
|   | 3                                   | Indemnity is included to protect interests of all parties where required  |

### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Maintenance requirements may include::

cleaning; inspection; lubrication; identification of worn parts; confirm operation; adjustments; backups; changing user codes; key cutting; replace worn parts

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:  
electronic; mechanical; computerised; procedural

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Tools and equipment may include:  
computer; software; backup disks; test equipment; multimeter; hand tools; fixing tools; strippers; router; power saw; hand tools; file; drill; lockpick; pick gun; followers; glass break tester; spirit level; soldering iron; welder; crimp tools; IDC tools; ladder; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Materials may include:  
resistors; parts and components; wire and cable; fixings; solder; insulation tape; springs; pins; oil; silicon; grease; glass cleaner/lens cleaner; glue; paint; patch materials; electronic components; sealing compounds; cleaning compounds

Access to equipment/system may involve:  
use of access code; disablement of system; removal of housing; access token; keys; phone line access; modem

Possible risks and hazards may include:  
non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Disruption to client or property may include:  
security; time; access; noise; use of communications equipment; business operations

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Documentation may include:  
completion of work log; equipment/system problems/faults; warranty conditions and allowances; recommendation for repairs; operational checks and maintenance conducted; testing and commissioning results; parts and components replaced; materials used; recommendations for future operation and maintenance; costings

Client confirmation of documentation will be written, and may include:  
sign-off of work completed; signature; letter of verification or authorisation

Indemnity will be written, and may include:  
company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for maintaining security equipment/system may include:  
OHS requirements and safe work practices; Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS21A, Maintain mechanical lock/locking system.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the maintenance of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* effectively prepares for equipment/system maintenance (including: identifies work requirements from work order; obtains all necessary tools and equipment; identifies possible risks and hazards to maintenance and incorporates those into job requirements)
- \* accesses equipment/system in accordance with manufacturers' specifications
- \* conducts maintenance appropriate to the type of equipment/system being maintained and follows manufacturers' specifications
- \* cleans equipment where necessary to ensure safe and effective operation
- \* visually inspects equipment/system and pinpoints any damage, obstruction or component wear
- \* conducts operational check to determine operation
- \* notifies client and relevant personnel where fault is detected
- \* maintains clear communication with monitoring station where required
- \* uses tools and equipment correctly and appropriately
- \* completes maintenance in a timely fashion
- \* works safely
- \* tests equipment/system on completion of maintenance to confirm operation where required
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### Underpinning Knowledge

types, functions and specifications of security equipment/systems  
principles of operation of security equipment/systems  
security equipment/system maintenance requirements  
technical terms  
common equipment/system faults  
tests to confirm equipment/system operation  
building construction methods and types  
electrical concepts  
cable handling requirements  
earthing systems arrangements and requirements  
cable identification  
confined space procedures  
company requirements  
company and client confidentiality requirements

OHS requirements and safe work practices  
requirements for compliance with Australian Communications Authority (ACA) cabling standards

**Underpinning Skills**

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams  
methodical organisation of work  
use appropriate test equipment  
use appropriate maintenance equipment  
equipment/system maintenance  
identifying cable  
cable handling  
'fix and make good' practices  
use hand tools  
reading/interpreting a multimeter  
fault finding  
work in confined spaces  
safe and efficient work practices

**Resources Required for Assessment**

Client file and security system operation information for review  
Work order  
Equipment/systems requiring maintenance  
Tools, equipment and materials for conducting maintenances  
Manufacturers' operations and maintenance instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS21A Maintain mechanical lock/locking system

This unit covers the routine maintenance of a mechanical lock or locking system.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Prepare for maintenance                   | 1                    | Work order is reviewed, and all maintenance requirements are clearly identified   |
|         |   | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation  |
|         |   | 3                    | Possible risks and hazards to maintenance of security system are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements |
| 2       | Carry out maintenance on mechanical locks | 1                    | Locks requiring maintenance are accessed in accordance with manufacturers' specifications, and minimises disruption to client or property   |
|         |   | 2                    | Tools and equipment required for maintenance are correctly identified, selected and used in accordance with manufacturers' specifications, and OHS and other legislation                  |
|         |   | 3                    | Lock condition is inspected to determine operation to manufacturers' specifications   |
|         |   | 4                    | Locks are inspected for friction and sticking and lubricated where required, in accordance with manufacturers' specifications   |
|         |   | 5                    | Locks are disassembled and component parts serviced and worn parts replaced in accordance with client and company requirements and manufacturers' specifications                          |
|         |   | 6                    | Keys are inspected to ensure operational capability, and worn keys replaced where required, in accordance with client and company requirements  |
|         |   | 7                    | Locks are checked for security and fitness for purpose, and client is advised of more suitable and secure lock where required, in accordance with company requirements                    |
|         |   | 8                    | Locking systems are checked to ensure smooth and reliable operation in accordance with client requirements and manufacturers specifications   |

|   |   |    |  |
|---|---|----|--|
|   |   | 9  | Where fault is identified, client and relevant personnel are notified promptly, in accordance with company requirements                      |
|   |   | 10 | Work is conducted using safe work practices in accordance with company requirements, OHS and other legislation                               |
|   |   | 11 | Maintenance is completed in a timely fashion in accordance with work schedule and company requirements                                       |
|   |   | 12 | On completion of repairs, lock/locking system is tested to confirm correct operation and recommissioned to the client where required         |
| 3 | Carry out maintenance on mechanical locking systems | 1  | Locking systems are checked to ensure smooth and reliable operation in accordance with client requirements and manufacturers' specifications |
| 4 | Clean up worksite                                   | 1  | All tools and equipment are cleaned and stored in accordance with manufacturers' specifications and company requirements                     |
|   |   | 2  | Worksite is cleared, tidied and reinstated in accordance with client and company requirements  |
| 5 | Document maintenance where required                 | 1  | All required documentation is completed promptly and accurately in accordance with company requirements and manufacturers' specifications    |
|   |   | 2  | Client confirmation of documentation is obtained where required  |
|   |   | 3  | Indemnity is included to protect interests of all parties where required   |

## RANGE OF VARIABLES

Work order will be written, and may include:  
work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Maintenance requirements may include:  
cleaning; inspection; lubrication; identification of worn parts; confirm operation; adjustments; key cutting; replace worn parts

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Tools and equipment may include:

fixing tools; strippers; router; power saw; hand tools; file; drill; lockpick; pick gun; spirit level; soldering iron; welder; ladder; hoist; drop sheet; batteries; personal protective equipment; communications equipment; master key plans

Materials may include:

solder; insulation tape; springs; pins; graphite powder; oil; silicon; dry lube; grease; oil; lockease; glue; paint; patch materials; electronic components; cleaning compounds; key blanks

Possible risks and hazards may include:

non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Disruption to client or property may include:

security; time; access; noise; use of communications equipment; business operations

Documentation may include:

completion of work log; equipment/system problems/faults; warranty conditions and allowances; recommendation for repairs; operational checks and maintenance conducted; testing and commissioning results; parts and components replaced; materials used; recommendations for future operation and maintenance; costings

Client confirmation of documentation will be written, and may include:

sign-off of work completed; signature; letter of verification or authorisation

Indemnity will be written, and may include:

company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Safe operating procedures may include:

working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:

masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for maintaining mechanical lock/locking system may include:

OHS requirements and safe work practices; Australian building codes and regulations

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS20A, Maintain security equipment/system.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the maintenance of mechanical locks and locking systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* effectively prepares for maintenance (including: identifies work requirements from work order; obtains all necessary tools and equipment; identifies possible risks and hazards to maintenance and incorporates those into job requirements)
- \* accesses locks in accordance with manufacturers' specifications
- \* conducts maintenance appropriate to the type of lock/locking system being maintained and follows manufacturers' specifications
- \* cleans lock/locking system where necessary to ensure safe and effective operation
- \* visually inspects lock/locking system and pinpoints any damage, obstruction or component wear
- \* conducts operational check to determine operation
- \* inspects lock condition to determine operation to manufacturers' specifications
- \* inspects lock for friction and sticking and lubricates where required
- \* disassembles and services component parts where required
- \* inspects keys to ensure operational capability and replaces worn keys where required
- \* checks locks for security and fitness for purpose and advises of more suitable locks where required
- \* checks to ensure smooth and reliable operation of locking systems
- \* notifies client and relevant personnel where fault is detected
- \* uses tools and equipment correctly and appropriately
- \* completes maintenance in a timely fashion
- \* works safely
- \* tests locks/locking system on completion of maintenance to confirm operation where required
- \* cleans and safely stores tools and equipment
- \* leaves worksite in clean and reinstated condition
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### **Underpinning Knowledge**

types, functions and specifications of mechanical locks and locking systems  
principles of operation of mechanical locks and locking systems  
mechanical locks and locking systems maintenance requirements (including lubrication)  
technical terms  
common mechanical lock and locking system faults  
tests to confirm lock operation  
building construction methods and types  
company requirements  
company and client confidentiality requirements  
duty of care  
OHS requirements and safe work practices  
requirements for compliance with Australian building codes and regulations

### **Underpinning Skills**

use appropriate test equipment  
use appropriate maintenance equipment  
mechanical lock and locking system maintenance  
lubricate locks  
disassemble mechanical locks  
use hand tools  
fault finding  
communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams  
methodical organisation of work  
'fix and make good' practices  
use hand tools  
safe and efficient work practices

#### **Resources Required for Assessment**

Client file and lock/locking system operation information for review  
Work order  
Mechanical lock/locking systems requiring maintenance  
Tools, equipment and materials for conducting maintenance  
Manufacturers' operations and maintenance instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PR98AS22A Determine security equipment/system modifications

This unit deals with the determination of equipment/system modifications to suit changed client or equipment/system requirements.

| ELEMENT |                         | PERFORMANCE CRITERIA |  |
|---------|-------------------------|----------------------|--|
| 1       | Determine modifications | 1                    | Equipment/system modification requirements are determined from an assessment of client requirements, historical information of past performance and operational data                                       |
|         |                         | 2                    | Existing equipment/system is reviewed and assessed to determine modification capability and feasibility  |
|         |                         | 3                    | Modifications are planned to meet the changed equipment/system operational requirements, and ensure correct operation and ensure compliance with manufacturers' specifications and relevant legislation    |
|         |                         | 4                    | Where required, an estimate and quote is provided to the client, detailing modifications and costs, in accordance with company requirements  |
| 1       | Document modifications  | 1                    | All required system modifications and modification requirements are documented without omission  |
|         |                         | 2                    | Where required, system schematics, specifications and configuration are clearly and accurately adjusted to show detail of security equipment/system modifications, in accordance with company requirements |
|         |                         | 3                    | Client confirmation of documentation is obtained where required, in accordance with company requirements   |
|         |                         | 4                    | Indemnity is included to protect interests of all parties where required   |
|         |                         | 5                    | Client equipment/system records are updated to ensure traceability of information is maintained  |

**RANGE OF VARIABLES**

Modification requirements may include:

change in system capabilities and functions; type; locations and positions; monitoring

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Client requirements may include:

requirements as detailed in security assessment or client brief; system capabilities and functions; equipment and/or system type; equipment locations and positions; installation procedures and schedule; service and maintenance; monitoring; warranty/guarantee; budget

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Historical information of past performance may be found in:

installation records; client records; central station records; site logs; alarm history; maintenance and repair documentation; product releases; manufacturers' specifications

Operational data may be found in:

central monitoring station records; maintenance documentation; manufacturers' specifications; visual inspection

Manufacturers' specifications may be found in:

printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Documentation may include:

changed client requirements; changes to equipment/system schematics, specification and configuration; equipment/system modifications; warranty conditions and allowances; parts and components; materials requirements; recommendations for future operation and maintenance; costings; estimate and quote

Modification requirements may include:

equipment; parts; components; materials; labour; installation; monitoring; programming functions

Client confirmation of documentation will be written, and may include:

approval for modifications; signature; letter of verification or authorisation

Indemnity will be written, and may include:

company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Legislative considerations may include:

duty of care to client in provision of services; requirements of Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

## **EVIDENCE GUIDE**

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Unit PRAS03A, Specify and configure security system.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing several modifications determined for security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* determines appropriate equipment/system modifications
- \* reviews existing equipment/system and determines modification capability and feasibility
- \* determines modifications to meet the changed equipment/system operational requirements and to ensure correct operation
- \* provides an estimate and quote to client where required, in accordance with company requirements
- \* documents modifications in accordance with company requirements
- \* clearly and accurately adjusts system schematics, configuration and specifications to show detail of modifications
- \* obtains client confirmation where required

### **Underpinning Knowledge**

types, functions and specifications of security equipment/systems  
principles of operation of security equipment/systems  
security equipment/system modifications  
technical terms  
drawing and drafting symbols  
drawing and drafting techniques  
building construction methods and types  
requirements for installation and modification of security equipment/systems  
relevant industry regulations, standards and codes of conduct  
company requirements  
company and client confidentiality requirements  
duty of care to client in provision of services  
requirements of Australian building codes and regulations and Australian Communications Authority (ACA)  
cabling standards

### **Underpinning Skills**

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting schematics specifications, charts and diagrams  
making modifications to schematics, specifications, charts and diagrams  
modification of security equipment/systems  
drawing and drafting plans, layouts, structures and system  
presentation of security system specification and configuration documentation for client  
methodical organisation of work  
problem solving  
working in confined spaces  
safe and efficient work practices

### **Resources Required for Assessment**

- Client file and information on existing equipment/system operation
- Access to existing equipment/system to review for modifications
- Case studies
- Criterion referenced assessment instruments
- Guidelines on security modifications
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS23A Modify security equipment/system

This unit covers the minor modification of security equipment/systems.

This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |                           | PERFORMANCE CRITERIA |   |
|---------|---------------------------|----------------------|---|
| 1       | Prepare for modifications | 1                    | Work order is reviewed, and all modification requirements are clearly identified  |
|         |                           | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation  |
|         |                           | 3                    | Possible risks and hazards to modification of security system are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements        |
| 1       | Conduct modifications     | 1                    | Equipment/system to be modified is accessed in accordance with manufacturers' specifications, and minimises disruption to client or property  |
|         |                           | 2                    | Modification procedures are appropriate as to the type of modification being undertaken, and in accordance with manufacturers' specifications, company requirements and OHS and other legislation |
|         |                           | 3                    | Tools and equipment required for modifications are correctly identified, selected and used in accordance with manufacturers' specifications and OHS and other legislation                         |
|         |                           | 4                    | Work is conducted using safe work practices in accordance with company requirements, OHS and other legislation  |
|         |                           | 5                    | Modifications are completed in a timely fashion in accordance with work schedule and company requirements   |
|         |                           | 6                    | On completion of modifications, equipment/system is tested to confirm correct operation and recommissioned to the client  |
|         |                           | 7                    | Where required, clear communication is maintained with monitoring station during modification   |

|   |                        |   |   |
|---|------------------------|---|---|
| 3 | Clean up worksite      | 1 | All tools and equipment are cleaned and stored in accordance with manufacturers' specifications and company requirements                  |
|   |                        | 2 | Worksite is cleared, tidied and reinstated in accordance with client and company requirements   |
| 4 | Document modifications | 1 | All required documentation is completed promptly and accurately in accordance with company requirements and manufacturers' specifications |
|   |                        | 2 | Client confirmation of documentation is obtained where required   |
|   |                        | 3 | Indemnity is included to protect interests of all parties where required  |

**RANGE OF VARIABLES**

This unit applies to extra-low voltage environments.

Modification requirements may include:  
change in system capabilities and functions; type; locations and positions; monitoring

Work order will be written, and may include:  
work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Client may include:  
owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Security equipment may include:  
detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:  
electronic; mechanical; computerised; procedural

Tools and equipment may include:  
computer; software; test equipment; multimeter; hand tools; fixing tools; strippers; router; power saw; hand tools; file; drill; lockpick; pick gun; followers; glass break tester; spirit level; soldering iron; welder; crimp tools; IDC tools; ladder; hoist; drop sheet; batteries; personal protective equipment; communications equipment

Materials may include:  
parts and components; security equipment/systems; wire and cable; fixings; solder; insulation tape; springs; pins; graphite powder; oil; silicon; grease; glass cleaner/lens cleaner; glue; paint; patch materials; electronic components; sealing compounds; cleaning compounds

Access to equipment/system may involve:  
use of access code; disablement of system; removal of housing; access token; keys; phone line access; modem

Possible risks and hazards may include:

non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Disruption to client or property may include:  
security; time; access; noise; use of communications equipment; business operations

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Documentation may include:  
completion of work log; equipment/system modifications; warranty conditions and allowances; testing and commissioning results; parts and components replaced; materials used; recommendations for future operation and maintenance; costings

Client confirmation of documentation will be written, and may include:  
sign-off of work completed; signature; letter of verification or authorisation

Indemnity will be written, and may include:  
company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for modifying security equipment/system may include:  
OHS requirements and safe work practices; requirements of Australian building codes and Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in conjunction with Units PRAS09A, Install security equipment/system; PRAS12A, Program security equipment/system; PRAS14A, Commission security equipment/system.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the modification of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* effectively prepares for equipment/system modification (including: identifies work requirements from work order; obtains all necessary tools and equipment; identifies possible risks and hazards to modification and incorporates those into job requirements)
- \* accesses and modifies equipment/system in accordance with manufacturers' specifications
- \* uses tools and equipment effectively
- \* uses safe and effective work practices
- \* modifies equipment/system in timely fashion
- \* tests equipment/system operation on completion of modifications to confirm correct operation
- \* recommissions equipment/system to client
- \* cleans and stores tools and equipment
- \* clears and tidies worksite and returns it to its original condition where possible, in accordance with client and company requirements
- \* documents modifications in accordance with company requirements
- \* obtains client confirmation where required

### Underpinning Knowledge

types, functions and specifications of security equipment/systems  
principles of operation of security equipment/systems  
security equipment/system modifications  
technical terms  
types, functions and uses of end of line devices and resistors  
methods of equipment/system installation  
keypad and control panel types and functions  
methods of equipment/system programming  
equipment/system configurations  
methods of fixing cable  
testing wiring systems  
communications connection requirements  
electrical concepts  
cable handling requirements  
earthing systems arrangements and requirements  
cable termination  
cable identification  
computer software  
methods of sealing cable entries  
building construction methods and types  
requirements for installation and modification of security equipment/systems  
requirements for commissioning of security equipment/systems  
confined space procedures  
relevant industry regulations, standards and codes of conduct  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements of Australian building codes and Australian Communications Authority (ACA) cabling standards

### Underpinning Skills

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams  
use relevant hand tools  
power security equipment/system

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fitting end of line devices  
installation and fixing of security equipment/systems  
programming and configuration of security equipment/systems  
use of keypads and control panels  
use appropriate test equipment  
cable handling – voltage, current, resistance and impedance  
terminating cable  
identifying cable  
'fix and make good' practices  
modification of security equipment/systems  
basic carpentry and fitting  
soldering  
welding  
drilling  
reading/interpreting a multimeter  
fault finding  
commissioning equipment/systems  
methodical organisation of work  
problem solving  
working in confined spaces  
safe and efficient work practices

**Resources Required for Assessment**

Client file and security system information for review  
Work order  
Tools, equipment and materials for modifying security equipment/system  
Availability of equipment/systems for which to make modifications  
Manufacturers' installation instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS24A Decommission security equipment/system

This unit covers the deactivation of security equipment/systems. It does not include equipment/system removal. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Prepare for decommission of equipment/system | 1                    | Work order is reviewed, and all decommissioning requirements are clearly identified  |
|         |  | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation   |
|         |  | 3                    | Possible risks and hazards to decommission of security system are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements       |
| 2       | Decommission equipment/system                | 1                    | Equipment/system to be decommissioned is accessed in accordance with manufacturers' specifications and minimises disruption to client or property  |
|         |  | 2                    | Equipment/system is disconnected, switched off or adjusted to ensure complete decommission, in accordance with manufacturers' specifications, company requirements, OHS and relevant legislation |
|         |  | 3                    | Tools and equipment required for decommissioning are correctly identified, selected and used in accordance with manufacturers' specifications and OHS and other legislation                      |
|         |  | 4                    | Disablement of equipment/system does not impair the functioning or operation of existing structures  |
|         |  | 5                    | Possible risks and hazards are identified and area is made safe, in accordance with OHS and other legislation  |
|         |  | 6                    | Work is conducted using safe work practices in accordance with company requirements, OHS and other legislation   |
|         |  | 7                    | Where required, clear communication is maintained with monitoring station  |

|   |                       |   |
|---|-----------------------|---|
|   |                       | during decommissioning  |
|   | 8                     | Decommission is completed in a timely fashion in accordance with work schedule and company requirements   |
|   | 9                     | Where required, client file/documentation held by the company is returned to the client, in accordance with company requirements and relevant legislation |
| 3 | Document decommission | 1 All required documentation is completed promptly and accurately in accordance with company requirements and manufacturers' specifications               |
|   |                       | 2 Client confirmation of documentation is obtained where required   |
|   |                       | 3 Indemnity is included to protect interests of all parties where required  |

#### RANGE OF VARIABLES

This unit applies to extra-low voltage environments.

Decommission may be completed remotely or on site

Decommissioning may include:

disconnection; disablement; hardware/software changes; adjustment; reconnecting components to ensure correct operation and compliance with building codes and regulations; removal of components; download system information; default system-held information

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Tools and equipment may include:

computer; software; test equipment; multimeter; hand tools; ladder; hoist; drop sheet; personal protective equipment; communications equipment

Materials may include:  
computer disks

Warranties and service agreements may be found in:  
client records; service history; manufacturers' specifications

Access to equipment/system may involve:  
use of access code; disablement of system; removal of housing; access token; keys; phone line access; modem

Possible risks and hazards may include:  
non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Disruption to client or property may include:  
security; time; access; noise; use of communications equipment; business operations

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Documentation may include:  
completion of work log; system decommissioning; client approval for decommissioning; adjustments made

Possible risks and hazards may include:  
non-compliance with building codes and regulations; inadvertent locking; chemical hazards (battery corrosion); unwanted alarms; exposed electrical wiring

Client confirmation of documentation will be written, and may include:  
sign-off of work completed; signature; letter of verification or authorisation

Indemnity will be written, and may include:  
company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; witches hats; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for decommissioning security equipment/system may include:  
OHS requirements and safe work practices; requirements of Australian building codes and Australian Communications Authority (ACA) cabling standards

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the decommissioning of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* effectively prepares for equipment/system decommissioning (including: identifies work requirements from work order; obtains all necessary tools and equipment; identifies possible risks and hazards to decommissioning and incorporates those into job requirements)
- \* clearly identifies method of decommissioning required
- \* accesses and decommissions equipment/system in accordance with manufacturers' specifications, company requirements and relevant legislation
- \* completely decommissions equipment/system
- \* ensures disablement does not impair functioning or operation of existing structures
- \* identifies possible risks and hazards and makes area safe
- \* follows safe work practices
- \* completes decommissioning in a timely fashion
- \* completes all required documentation
- \* obtains client confirmation of documentation where required

### **Underpinning Knowledge**

types, functions and specifications of security equipment/systems  
principles of operation of security equipment/systems  
security equipment/system decommissioning requirements  
risks and hazards associated with decommissioning  
technical terms  
electrical concepts  
cable handling requirements  
earthing systems arrangements and requirements  
cable identification  
building construction methods and types  
building codes and requirements  
confined space procedures  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements of Australian building codes and Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams  
methodical organisation of work  
use appropriate decommissioning equipment  
equipment/system decommissioning

identifying cable  
cable handling  
'fix and make good' practices  
soldering  
welding  
drilling

basic carpentry  
use relevant hand tools  
reading/interpreting a multimeter  
safe and efficient work practices  
working in confined spaces

**Resources Required for Assessment**

Client file and security system information for review  
Work order  
Tools, equipment and materials for decommissioning security equipment/system  
Availability of equipment/systems for which to decommission  
Manufacturers' installation and decommissioning instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS25A Remove security equipment/system

This unit covers the removal of security equipment/systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Prepare for removal of equipment/system | 1                    | Work order is reviewed, and all removal requirements (including details of equipment/system components to be removed) are clearly identified  |
|         |   | 2                    | Tools, equipment and materials required for work are obtained and checked to ensure safe and efficient operation  |
|         |   | 3                    | Possible risks and hazards to removal of security system are identified and managed according to job requirements, in accordance with company, OHS and other legislative requirements   |
| 2       | Remove equipment/system                 | 1                    | Equipment/system to be removed is accessed in accordance with manufacturers' specifications and minimises disruption to client or property  |
|         |   | 2                    | Equipment/system to be removed is removed in accordance with manufacturers' specifications, company requirements, and OHS and other legislation   |
|         |   | 3                    | Tools and equipment required for removal of equipment/system are correctly identified, selected and used in accordance with manufacturers' specifications and OHS and other legislation |
|         |   | 4                    | Work is conducted using safe work practices in accordance with company requirements, OHS and other legislation  |
|         |   | 5                    | Possible risks and hazards are identified and area is made safe, in accordance with OHS and other legislation   |
|         |   | 6                    | Equipment/system is removed in a timely fashion in accordance with work schedule and company requirements   |

|   |                             |   |   |
|---|-----------------------------|---|---|
| 3 | Dispose of equipment/system | 1 | Removed equipment/system is disposed of in accordance with client and company requirements and OHS and other legislation                  |
| 4 | Clean up worksite           | 1 | All tools and equipment are cleaned and stored in accordance with manufacturers' specifications and company requirements                  |
|   |                             | 2 | Worksite is cleared, tidied and reinstated in accordance with client and company requirements   |
| 5 | Document removal            | 1 | All required documentation is completed promptly and accurately in accordance with company requirements and manufacturers' specifications |
|   |                             | 2 | Client confirmation of documentation is obtained where required   |
|   |                             | 3 | Indemnity is included to protect interests of all parties where required  |

**RANGE OF VARIABLES**

This unit applies to extra-low voltage environments.

Removal may include:

disconnection; dismantling; removal; reconnecting components to ensure correct operation and compliance with building codes and regulations

Work order will be written, and may include:

work schedule; completion dates; job requirements and tasks; specific client requirements; Access to site and specific site requirements; resource requirements; OHS requirements and compliance with relevant legislation; company requirements; budget allocations

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instruments/agencies

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Tools and equipment may include:

hand tools; file; drill; lockpick; pick gun; welder; ladder; hoist; drop sheet; personal protective equipment; communications equipment

Materials may include:

grease; oil; lockease; patch materials; cleaning rags; cleaning compounds

Access to equipment/system may involve:  
use of access code; removal of housing; access token; keys; phone line access; modem

Possible risks and hazards may include:  
non-compliance with building codes and regulations; exposed electrical wiring; asbestos; dust; noise; live power; vermin; water; glass fibre; building debris; natural and other gas buildup

Disruption to client or property may include:  
security; time; access; noise; use of communications equipment; business operations

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Disposal of equipment/system may include:  
return to client; destruction; return to manufacturer; special disposal requirements for hazardous components (eg. radioactive components and batteries); return to store; special storage and/or disposal requirements for classified or high security equipment/systems

Documentation may include:  
completion of work log; equipment/system removed; disposal of equipment/system; client approval for removal; adjustments made

Client confirmation of documentation will be written, and may include:  
sign-off of work completed; signature; letter of verification or authorisation

Indemnity will be written, and may include:  
company identification information; liability terms and conditions; limits of system; exclusions; terms of trade; suitable sign-off arrangements by company and client; copyright requirements

Safe operating procedures may include:  
working safely around electrical wiring, cables and overhead power lines; working safely around tools and equipment; hazard recognition; emergency procedures; awareness of electrical hazards; follow confined spaces procedures; first aid

Personal protective equipment required will be worn/fitted in accordance with company requirements; OHS and other legislation

Personal protective equipment may include:  
masks; safety boots; head protection; safety glasses; knee pads; gloves; ear muffs; woggles; flashing lights; warning signs and tapes; fire extinguisher; first aid kit

Legislative considerations for removing security equipment/system may include:  
OHS requirements and safe work practices; requirements of Australian building codes and Australian Communications Authority (ACA) cabling standards

## **EVIDENCE GUIDE**

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the removal of security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* effectively prepares for equipment/system removal (including: identifies work requirements from work order; obtains all necessary tools and equipment; identifies possible risks and hazards to removal and incorporates those into job requirements)
- \* minimises disruption to client
- \* accesses and removes equipment/system in accordance with manufacturers' specifications
- \* uses safe and effective work practices
- \* identifies possible risks and hazards and makes area safe
- \* removes equipment/system in timely fashion
- \* disposes of equipment/system in accordance with client and company requirements and OHS and other legislation
- \* cleans and stores tools and equipment
- \* clears and tidies worksite and returns it to its original condition where possible, in accordance with client and company requirements
- \* documents removal in accordance with company requirements
- \* obtains client confirmation where required

### **Underpinning Knowledge**

types, functions and specifications of security equipment/systems  
principles of operation of security equipment/systems  
security equipment/system removal requirements  
risks and hazards associated with removal  
technical terms  
building construction methods and types  
building codes and requirements  
confined space procedures  
company requirements  
company and client confidentiality requirements  
OHS requirements and safe work practices  
requirements of Australian building codes and Australian Communications Authority (ACA) cabling standards

### **Underpinning Skills**

communication, including: liaison; customer service; report writing; consultation; interpersonal; listening;  
questioning; gaining feedback; giving information  
reading and interpreting specifications, charts and diagrams  
methodical organisation of work  
use appropriate tools and equipment  
equipment/system removal  
use relevant hand tools  
basic carpentry and fitting  
soldering

welding  
drilling  
working in confined spaces  
safe and efficient work practices

**Resources Required for Assessment**

Client file and security system information for review  
Work order  
Tools, equipment and materials for removal of security equipment/system  
Availability of equipment/systems for which to remove  
Manufacturers' installation, decommissioning, and removal instructions  
Communications equipment  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS26A Establish and set up monitoring parameters

This unit covers the determination of monitoring parameters for a monitored security equipment/system.

| ELEMENT |                                      | PERFORMANCE CRITERIA |   |
|---------|--------------------------------------|----------------------|---|
| 1       | Determine monitoring parameters      | 1                    | Equipment/system specifications are reviewed to determine monitoring functions and capabilities available   |
|         |                                      | 2                    | Client requirements are reviewed, and monitoring parameters are clearly identified  |
|         |                                      | 3                    | Monitoring parameters are in accordance with company requirements and monitoring station capabilities   |
|         |                                      | 4                    | All information and data required to set up monitoring parameters is obtained   |
| 2       | Enter data and monitoring parameters | 1                    | Equipment/system template is designed and made to suit monitoring parameters  |
|         |                                      | 2                    | All data and information required to set up monitoring parameters is entered accurately and clearly on template   |
|         |                                      | 3                    | Data and information entered on template is cross checked and verified against monitoring parameters and client requirements by relevant personnel  |
| 3       | Test for correct operation           | 1                    | Tests to confirm correct monitoring performance and functioning are determined, and test procedures are communicated to relevant personnel  |
|         |                                      | 2                    | Tests undertaken are appropriate to evaluate all aspects of monitoring performance and functions  |
|         |                                      | 3                    | Clear direction and instructions are provided to, and received from, relevant personnel on test procedures, and constant communication is maintained with relevant personnel whilst testing monitoring parameters |
|         |                                      | 4                    | Test data sent and received is read accurately and compared against test requirements to determine monitoring performance and functioning   |
|         |                                      | 5                    | Tests provide reliable and accurate test data on monitoring performance and functioning   |

|   |                     |   |   |
|---|---------------------|---|---|
| 4 | Document monitoring | 1 | Details of test results are documented promptly and accurately, in accordance with company requirements |
|   |                     | 2 | Client monitoring records are updated to ensure traceability of information is maintained               |
|   |                     | 3 | Test results are verified and provided to client where required   |
|   |                     | 4 | Documentation is held in a secure location to ensure integrity and confidentiality of information       |

**RANGE OF VARIABLES**

Work is usually conducted off-site at a monitoring station, monitoring centre or control room

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; requirements documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Monitoring systems may include:

computer terminal; computer screen; monitor; printout; instrument panel; telephone; liftphone; radio; intercom; software; video cameras; listening equipment; video receivers; digital receivers

Monitoring parameters may include:

levels of integrity of monitoring; functions monitored (alarms, system on and off, access times, levels of access, identity of person gaining access); response requirements (including people to contact, emergency services to be contacted, armed guard or patrol send out, no action), testing and report functions; recording functions; passwords and codes

Relevant personnel may include:

director; manager; supervisor; installer; tester; technician; maintenance technician; security consultant

Tests may include:

test for correct relaying of information/data; testing to specifications; detection test; alarm test; functional tests; reporting tests

Tests may be conducted using:

computer terminal; computer screen; monitor; software; printout; instrument panel; video cameras; listening equipment telephone; liftphone; radio; intercom

Legislative considerations for the establishment and set up of monitoring parameters may include:

duty of care in provision of services to client and protection of client privacy; relevant Australian standards for the establishment of monitoring procedures

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the establishment and setting up of monitoring parameters for security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* determines monitoring functions and capabilities of equipment/system type
- \* gains all information and data required to establish monitoring parameters
- \* develops suitable equipment/system template
- \* keys in of all data/information
- \* determines appropriate tests to confirm operation and performance of monitoring
- \* maintains clear communication with field technician
- \* tests operation and functions to ensure operation and performance
- \* correctly interprets test results
- \* determines clear and appropriate actions from test results
- \* follows safe and efficient testing procedures
- \* prepares and submits all required documentation
- \* obtains client sign off for work completed if required

### Underpinning Knowledge

types, functions and requirements of security equipment/systems  
templates for equipment/systems  
keypad and control panel types and functions  
testing methods and requirements  
equipment/system configurations and programs  
computer software used for monitoring functions  
technical terminology  
company requirements (including security procedures)  
company and client confidentiality requirements  
duty of care in provision of services to client and protection of client privacy  
relevant Australian standards for the establishment of monitoring procedures

### Underpinning Skills

communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
reading and interpreting data, information and specifications  
use of relevant testing tools and equipment  
testing monitoring parameters

evaluation of test results  
downloading and uploading information  
data entry / keyboard skills  
computer literacy  
use of keypads and control panels  
methodical organisation of work  
problem solving  
time management  
basic numeracy skills  
safe and efficient work practices

**Resources Required for Assessment**

- Audio-visual equipment
- Client security requirements and response instructions
- Information on security equipment/system and functions
- Company pro forma monitoring parameters
- Computer
- Case studies
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace (monitoring station) or classroom
- Access to a registered provider of assessment services

Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PRSAS27A Implement monitoring procedures

This unit applies to the monitoring and response to security equipment/system data and information.

| ELEMENT |                                       | PERFORMANCE CRITERIA |  |
|---------|---------------------------------------|----------------------|--|
| 1       | Observe data and information received | 1                    | Systems are monitored in accordance with monitoring parameters and company requirements  |
|         |                                       | 2                    | Observation of all information and data conveyed or recorded by monitoring system is maintained  |
|         |                                       | 3                    | Information and data is cross-checked by reference to other monitoring systems where required  |
| 2       | Respond to data and information       | 1                    | Information and data conveyed or recorded by monitoring system is responded to immediately in accordance with monitoring parameters and company requirements                               |
|         |                                       | 2                    | Where required, responses are prioritised in accordance with company requirements  |
|         |                                       | 3                    | Follow up action is taken where required to ensure resolution of situation to client's and/or company's satisfaction   |
|         |                                       | 4                    | Where monitoring parameters do not provide direction on response to be undertaken, relevant personnel is immediately consulted to determine response actions appropriate for the situation |
| 3       | Document monitoring and response      | 1                    | Responses undertaken are documented promptly and accurately, and in accordance with company requirements   |
|         |                                       | 2                    | Response documentation is verified and provided to client where required   |
|         |                                       | 3                    | Client records are updated in  |

accordance with company requirements  
to ensure traceability of information is  
maintained

## **RANGE OF VARIABLES**

Work is usually conducted off-site at a monitoring station, monitoring centre or control room

Client may include:

owner; property agent; tenant; building supervisor; manager; project manager; agent; government and legal instrumentalities/agencies

Company requirements may be found in:

operations manuals; induction documentation; training materials; requirements documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Security equipment may include:

detection devices; audible and visual warning devices; cameras; monitors and control equipment; control panels; intercoms; wireless equipment; car alarms; electronic readers; electronic recognition controls; locks and locking systems; grills; lighting; boom gates; turnstiles; bank pop up screens; biometrics; electric and mechanical fire safety and fire locking systems; power supplies; batteries; security doors and door controls

Security system may include:

electronic; mechanical; computerised; procedural

Monitoring systems may include:

computer terminal; computer screen; monitor; printout; instrument panel; telephone; liftphone; radio; intercom; software; video cameras; listening equipment; video receivers; digital receivers

Information or data may include:

alarms (medical, fire, duress, access, holdup, intruder); late to close; late to open; test signals; isolate; plant; AC power fail; low battery; system messages; tamper; equipment messages; verbal and visual information

Monitoring parameters will include all client and company requirements relating to monitoring functions, including: levels of integrity of monitoring; functions monitored (alarms, system on and off, access times, levels of access, identity of person gaining access); response requirements (including people to contact, emergency services to be contacted, armed guard or patrol send out, no action); testing and report functions; recording functions; passwords and codes

Follow up action may include:

contact client; site inspection; system tests; contact supervisor

Relevant personnel may include:

director; manager; supervisor; installer; tester; technician; maintenance technician; security consultant

Documentation may include:

response reports; voice tape; video tape; written authorisations from client

Legislative considerations for the implementation of monitoring procedures may include:

duty of care in provision of services to client and protection of client privacy

## **EVIDENCE GUIDE**

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing activities in the field and in the office and reviewing the monitoring and response to system information and data for security equipment/systems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* monitors systems and observes data and information
- \* responds promptly to data and information in accordance with monitoring parameters and company requirements
- \* prioritises responses
- \* follows up responses
- \* documents response actions undertaken
- \* accurately keys in data/information

### **Underpinning Knowledge**

templates for equipment/systems  
keypad and control panel types and functions  
monitoring and response requirements  
equipment/system configurations and programs  
computer software used for monitoring functions  
technical terminology  
company requirements (including security procedures)  
company and client confidentiality requirements  
duty of care in provision of services to client and protection of client privacy

### **Underpinning Skills**

communication, including: liaison; report writing; interpersonal; listening; questioning; gaining feedback; giving information  
following instructions  
reading and interpreting data, information and specifications  
use of relevant tools and equipment  
following monitoring parameters  
following up responses  
downloading and uploading information  
data entry / keyboard skills  
computer literacy  
use of keypads and control panels  
methodical organisation of work

problem solving and decision making  
time management  
basic numeracy skills  
safe and efficient work practices  
work under pressure

**Resources Required for Assessment**

- Client security requirements and response instructions
- Information on security equipment/system and functions
- Company pro forma monitoring parameters
- Computer
- Incoming information
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace (monitoring station) or classroom
- Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS28A Prepare a business plan

This unit covers the development of a business plan for the company. It ranges from identification of services to the requirements needed for successful implementation.

Units PRAS28A and PRSIR25A both address business planning. Assessors should pay attention to commonalities as well as differences in outcome in each unit.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Identify services to be provided                 | 1                    | Research market to determine business opportunities   |
|         |  | 2                    | Services that match business opportunities are identified and prioritised   |
|         |  | 3                    | Suitable services to meet identified client needs are determined  |
| 2       | Develop a market entry strategy                  | 1                    | An outline of the market entry strategy for the service, including target clients and sales strategy, is documented                   |
| 3       | Establish performance targets                    | 1                    | Effective, realistic and relevant performance targets are established   |
|         |  | 2                    | Timeframes for the achievement of performance targets are established that are realistic and practical                                |
|         |  | 3                    | Measures to monitor performance target achievement are identified   |
| 4       | Identify support requirements to achieve targets | 1                    | Information systems are clearly identified that have the capacity to accurately capture and record relevant information               |
|         |  | 2                    | Timely and accurate information can be provided from information systems  |
|         |  | 3                    | Appropriate human resources to support the service are identified to ensure adequate support and provision of administrative services |
|         |  | 4                    | Requirements for training are identified which ensure all persons are conversant with the service                                     |
|         |  | 5                    | Facilities and equipment which provide effective service support and meet legislative requirements are identified                     |
|         |  | 6                    | Equipment systems that facilitate work flow and communications are identified   |
|         |  | 7                    | Efficient work scheduling systems are identified  |

- |   |                             |    |   |
|---|-----------------------------|----|---|
|   |                             | 8  | Efficient operations and procedures for delivering service provision are identified   |
|   |                             | 9  | Support systems are compared against relevant industry benchmarks, performance standards and quality assurance requirements |
|   |                             | 10 | Business operations are planned to comply with relevant legislation   |
| 5 | Prepare financial forecasts | 1  | Capital requirements for the company are clearly identified   |
|   |                             | 2  | Sources of income are accurately identified   |
|   |                             | 3  | Income forecasts are prepared using business budgeting formats  |
|   |                             | 4  | Accurate expenses based on known costs are identified   |
|   |                             | 5  | Expense forecasts that allow for contingencies are prepared   |
|   |                             | 6  | Cash flow forecasts that are realistic and achievable are prepared  |
|   |                             | 7  | Adequate return on investment is demonstrated through calculation of a net result for the service                           |
|   |                             | 8  | Sources and costs of finance to ensure the liquidity of the business are evaluated  |
| 6 | Plan implementation         | 1  | Plan of activities to achieve required outcomes is prepared   |
|   |                             | 2  | Measures and methods to monitor plan implementation and outcomes are established  |
| 7 | Document the business plan  | 1  | All components of the business plan are integrated in a standard format to business specifications                          |
|   |                             | 2  | All relevant information and analysis is included in documentation  |
|   |                             | 3  | Plan is documented in a logical, concise and conclusive manner  |
|   |                             | 4  | Business plan provides clear directions to enable effective decision making to occur  |
|   |                             | 5  | Business plan is communicated to relevant parties   |
| 8 | Review the business plan    | 1  | Mechanisms and criteria for review of the business plan are determined  |

- 2 Realistic timeframes for review of the business plan are determined
- 3 Implementation of plan is evaluated and reviewed to determine achievement of performance targets
- 4 Modifications are made to the business plan to reflect any changes to the company's operations, performance targets and/or requirements

### RANGE OF VARIABLES

Business plans may be prepared for:

obtaining finance; planned growth and development; introduction of a new or improved service; marketing; improved operations; occupational health and safety; human resources

Standard format for business plans may be prescribed by banks and other finance lending institutions

Research may involve:

analysis of competitors' services; Australian Bureau of Statistics reports; customer surveys; industry association information; sales trends

Services may include:

consulting; provision; installation; service; maintenance; and monitoring of security equipment or systems

Performance measures may include:

market share; sales; return on investment; cross-selling; fee income; customer service; level of complaints; chargeable service hours; income per hour; number of jobs; absenteeism and reduced down time; reported incidents/accidents

Information systems may include:

manual or computerised; industry based recording systems including proprietary software

Human resources may include:

suitably trained personnel; holders of relevant licences; 'fit and proper' person where defined in legislation

Training may be:

formal or informal; on or off the job; service specific or general; staff induction; updating product knowledge

Licenses are determined by each State and/or Territory and may include:

installation; security consultant; monitoring station grading

Equipment and facilities may include:

vehicles; storage sites; tools; installation and testing equipment; safety equipment; communications equipment; monitoring equipment; computing equipment

Income may include:

security equipment sales; installation charge; maintenance charge; monitoring fees; consulting fees

Expenditure may include:

materials; equipment; operating overheads; support services; office overheads; maintenance; government fees and charges; training; cost of compliance; capital expenditure; warranty/guarantee obligations

Implementation activities may include:

marketing; administration; systems; training

Planning schedules may include:

milestones; lead times

Legislative considerations in the development of a business plan may include:

OHS requirements for organisation; taxation and accounting requirements; public and other liability; corporations law; security industry codes of conduct; relevant Australian standards relating to provision of access security services

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by review of an actual business plan developed for industry operations under operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* conducts relevant market research
- \* clearly identifies client needs
- \* clearly identifies services to be provided
- \* develops market entry strategy
- \* establishes realistic and achievable performance targets
- \* identifies support requirements necessary to achieve performance targets, including information systems, human resources, training, facilities, equipment, operations and procedures
- \* prepares financial forecasts, detailing capital requirements, income, expenses, cashflows, and financing
- \* prepares plan of implementation
- \* clearly documents business plan in standard business format
- \* develops mechanisms for periodic review of business plan

### Underpinning Knowledge

industry operations and procedures  
 security industry and services  
 business plan requirements  
 business finance  
 marketing principles and techniques  
 principles of human resource management (staffing, training)  
 risk assessment and control  
 PC uses and applications  
 OHS requirements for organisation  
 taxation and accounting requirements  
 public and other liability  
 requirements of corporations law  
 security industry codes of conduct and relevant Australian standards relating to provision of access security services

### Underpinning Skills

communication skills, including: interpersonal, listening, questioning, report writing, negotiation  
 analysis of financial data and industry information  
 market research

planning business implementation  
organising business implementation  
clear thinking  
numerical calculations  
financial forecasting  
risk assessment  
spreadsheets  
PC operation  
keyboard skills

**Resources Required for Assessment**

Access to market information for research purposes  
Company pro forma monitoring business plans  
Computer  
Case studies  
Role plays  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PRsas29A Develop and implement company policy and procedures

This unit applies to the preparation of policy and procedures for any type of operation or activity within the company.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Establish the need for policy and procedures        | 1                    | Need for policy and procedures to contribute to effective and efficient practice in the work area is established   |
|         |   | 2                    | Desired outcomes of the establishment of policy or procedures are identified   |
|         |   | 3                    | Industry information and enterprise performance are regularly reviewed to determine the need for new or revised policy and procedures within the company |
| 2       | Facilitate the development of policy and procedures | 1                    | Consultation with relevant parties is undertaken to ensure support for the implementation of agreed policy and procedures                                |
|         |   | 2                    | Persons contributing to the development of policy and procedures are fully informed regarding relevant industry or company requirements                  |
| 3       | Document draft policy and procedures                | 1                    | Draft policy and procedures documentation is produced covering all required aspects using clear and concise language in a standard format                |
|         |   | 2                    | Policy and procedures developed are consistent with business plan and identified needs   |
|         |   | 3                    | Draft policy and procedures comply with all relevant legislation   |
|         |   | 4                    | Draft policy and procedures incorporate outcomes of the consultative process and agreement is sought from relevant parties where appropriate             |
| 4       | Implement policy and procedures                     | 1                    | All relevant employees are informed to ensure an understanding of issues involved, relevance for operations and ready availability of information        |
|         |   | 2                    | All relevant employees are advised of their responsibilities under policy and procedures   |

|   |  |   |   |
|---|--|---|---|
|   |  | 3 | Education and training is given to employees where required, to ensure effective implementation   |
| 5 | Review policy and procedures against business objectives | 1 | Mechanisms and criteria for evaluation of policy and procedures are determined  |
|   |  | 2 | Realistic timeframes for evaluation process are determined  |
|   |  | 3 | Feedback from relevant parties on implementation issues and outcomes is evaluated   |
|   |  | 4 | Problems are clearly identified and resolved taking into consideration the needs of all relevant parties                                |
|   |  | 5 | Modifications to policy and procedures are made in a timely manner to reflect the need for changes confirmed through the review process |

#### RANGE OF VARIABLES

A policy is a statement of intent, principle or direction regarding a specific area of activity within the organisation.

A procedure is a statement of tasks and associated methods for the conduct of specific work activities.

Policy and procedures may cover:

occupational health and safety; client and company responsibilities; training; recruitment; business ethics; compliance with legislation; public relations; vehicle control; equipment use; record keeping; financial management; emergency response; work procedures; confidentiality; quality assurance

Relevant parties may include:

managers; employers; employees; owners; industry associations; regulators; licensing bodies; suppliers; manufacturers; clients

Industry information may be obtained from:

government publications and reports; supplier/vendor information; new product releases; industry associations; print; television and radio media

Legislative considerations in the development of company policy and procedures may include:

OHS requirements for organisation; taxation and accounting requirements; public and other liability; corporations law; security industry codes of conduct; relevant Australian standards relating to provision of access security services

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by citing policy and procedures developed for normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* determines need for policy and procedures
- \* facilitates development of policy and procedures through consultation
- \* develops and documents draft policy and procedures
- \* implements policy and procedures (informs staff and relevant parties)
- \* periodically reviews policy and procedures
- \* determines criteria for review of policy and procedures
- \* modifies policy and procedures in line with changes

### **Underpinning Knowledge**

company direction  
industry benchmarks  
common company policy and procedures  
PC uses and applications  
OHS requirements for organisation  
taxation and accounting requirements to the extent that they affect policy and procedures  
public and other liability  
security industry codes of conduct and relevant Australian standards relating to provision of access security services

### **Underpinning Skills**

communication, including: liaison; consultation; interpersonal; listening; negotiation; questioning  
research  
evaluation of policy and procedures  
procedure writing  
monitor business implementation  
report writing  
PC operation  
keyboard skills

### **Resources Required for Assessment**

- Company pro forma policies and procedures
- Computer
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS30A Develop and implement a human resource plan

This unit deals with the planning of human resource requirements for the company.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Analyse present staff profile                               | 1                    | Staff data is accessed and interpreted   |
|         |   | 2                    | Data used is current, valid and reliable   |
|         |   | 3                    | Competency profiles for positions in present workforce are determined  |
| 2       | Determine future human resource requirements of the company | 1                    | Business plan is taken into account to ensure human resource initiatives are consistent with business objectives and targets                   |
|         |   | 2                    | Internal/external factors likely to impact on future human resource needs are taken into account   |
|         |   | 3                    | Other relevant staff are consulted for information on future requirements  |
|         |   | 4                    | A future profile of probable human resource requirements is determined   |
|         |   | 5                    | Future competencies required not able to be met by present workforce are identified  |
| 3       | Develop a human resource plan to bridge any gaps            | 1                    | External experts are consulted/engaged where appropriate   |
|         |   | 2                    | Strengths and weaknesses of the workforce are identified   |
|         |   | 3                    | Company requirements, objectives and constraints which will affect human resources requirements are taken into account in the plan development |
|         |   | 4                    | Strategies to meet present/future human resource deficiencies are incorporated into plan   |
|         |   | 5                    | Future human resource requirements are prioritised   |
| 4       | A workplace plan is agreed and put in place                 | 1                    | Agreement on the workplace plan is sought by consultation with staff   |
|         |   | 2                    | The workplace plan is documented and distributed   |

3 Strategies are put into action in accordance with workplace plan

### RANGE OF VARIABLES

Staff may include:  
employees; management; full/part time; casual

Staff data may include:  
staff levels; training; competencies held; skill/knowledge base; support facilities; job planning; career planning; procedures; teams; equal opportunity; health and safety; recruitment; growth/decline; liability

Internal/external factors may include:  
business objectives; company growth; technology; industry trends; availability of skilled staff

External experts may include:  
HR consultants; industry associations; regulatory bodies

Strategies may include:  
training and development; recruitment

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations in the development of a HR plan may include:  
equal opportunity and anti-discrimination in relation to HR management

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Evidence of competency is best obtained by review of a human resource plan developed under normal industry operating conditions, and the processes followed to meet the defined performance criteria in the standard. if this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

\* analyses staff profile and business plan, and consults with relevant staff, to determine future resource requirements

\* develops a human resources plan, detailing objectives, strategies and priorities

- \* obtains agreement from staff on workplace plan
- \* implements strategies in accordance with workplace plan

### **Underpinning Knowledge**

EEO management plans  
labour market program  
company requirements  
human resource information management system  
labour market movements  
PC uses and applications  
company objectives  
relevant company requirements  
equal opportunity and anti-discrimination in relation to HR management

### **Underpinning skills**

communication, including: liaison; consultation; interpersonal; listening; negotiation; questioning  
analysis of human resource needs for company  
forecast/trend identification  
consultation with internal and external contacts  
creating/planning/managing human resource strategies  
analysis of data  
report writing  
PC operation  
keyboard skills

### **Resources Required for Assessment**

- Company information to determine human resource requirements
- Company pro forma human resource plans
- Computer
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PRSAS31A Develop and implement financial recording systems

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Identify financial system/procedure requirements | 1                    | Systems/procedures are developed and implemented consistent with company requirements, financial reporting, accounting, taxation and other legislative requirements |
|         |  | 2                    | Systems/procedures are developed and implemented to ensure accurate up to date recording of financial transactions  |
|         |  | 3                    | Systems are developed to allow authorised users to access the required information quickly and in the required detail   |
|         |  | 4                    | Where necessary, specialists are consulted regarding the development of the financial systems/procedures  |
| 2       | Review and modify financial recording systems    | 1                    | System users are consulted and their suggestions for improvement considered   |
|         |  | 2                    | Deficiencies and potential for improvement in the financial recording system are identified   |
|         |  | 3                    | Where necessary, specialists are consulted regarding modifications to financial recording system  |
|         |  | 4                    | The system is modified in accordance with changing company and legislative requirements   |
| 3       | Review and modify financial recording procedures | 1                    | Procedures are monitored and where necessary improved or updated  |

## **RANGE OF VARIABLES**

Financial recording systems include:  
computerised and manual financial systems

System users may include:  
small business owner; manager; supervisor; accountant; bookkeeper; administrator

Specialists may include:  
accountant; bookkeeper; taxation department; industry bodies and associations; software support

Procedures may include:  
ensuring staff are trained in financial recording and understand company and legislative requirements

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations in the development of a financial recording system may include:  
taxation and accounting requirements; corporations law requirements in relation to financial reporting

## **EVIDENCE GUIDE**

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by reviewing the financial recording systems and procedures developed and implemented for normal industry operating conditions, including evidence of process followed.

Evidence of competency will include:

- \* determines financial system & procedures in line with company policy and procedure, financial reporting, accounting, taxation and other legislative requirements
- \* develops system/procedures which ensure accuracy and Access to information
- \* consults with specialists and users in development of system/procedures
- \* reviews and modifies system/procedures to allow improvements and ensure changes in line with changing company and legislative requirements

### **Underpinning Knowledge**

financial recording systems  
basic accounting principles and procedures  
relevant company requirements  
taxation and accounting requirements  
corporations law requirements in relation to financial reporting  
PC uses and applications (including accounting software)

### **Underpinning Skills**

communication, including: liaison; consultation; interpersonal; listening; negotiation; questioning  
writing procedures  
system analysis and analysis of financial requirements  
Security and Investigative Services  
methodical organisation of work  
creating/planning/managing financial recording systems  
PC operation  
keyboard skills

### **Resources Required for Assessment**

- Company information to determine financial recording system requirements
- Financial information (including financial reports, taxation, payroll)
- Company pro forma financial recording systems
- Computer
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS32A Prepare budgets

This unit applies to all types of budgets prepared for an access security business

| ELEMENT |                                 | PERFORMANCE CRITERIA |   |
|---------|---------------------------------|----------------------|---|
| 1       | Identify context for budget     | 1                    | Links between the budget and company business plans are identified  |
|         |                                 | 2                    | Purpose and intended use of the budget are identified   |
|         |                                 | 3                    | Opportunities and constraints on budget formation are assessed  |
|         |                                 | 4                    | Format and content requirements are identified to ensure compliance with company and relevant legislation             |
| 2       | Analyse current position        | 1                    | Historical data on income and expenditure are considered  |
|         |                                 | 2                    | The impact of current asset status and plans is assessed  |
|         |                                 | 3                    | Trends in income and expenditure are established and causes recognised  |
| 3       | Forecast income and expenditure | 1                    | All parameters relevant to forecast period are assessed for impact on projected position                              |
|         |                                 | 2                    | An appropriate allowance for variation and contingency is built into forecasts  |
|         |                                 | 3                    | Forecasts are realistic and backed by reliable evidence   |
| 4       | Prepare working budget          | 1                    | The draft budget is in an appropriate format, is clear, accurate and easily understood by users                       |
|         |                                 | 2                    | The financial requirements of the company are accurately reflected in the draft budget                                |
|         |                                 | 3                    | Income and expenditure estimates are clearly identified and are supported by valid, reliable and relevant information |

|   |                      |   |   |
|---|----------------------|---|---|
|   |                      | 4 | Budget proposals are consistent with company objectives and ensure the efficient and effective operation of the company |
|   |                      | 5 | The budget proposals are realistic and achievable   |
| 5 | Prepare final budget | 1 | Comments on draft budget are considered and relevant parties are advised of implications                                |
|   |                      | 2 | Required modifications to draft budget are agreed and incorporated  |
|   |                      | 3 | Proposed budget is completed in required format within required timeframe   |
|   |                      | 4 | Relevant people are informed of budget requirements in a timely and precise manner                                      |

#### RANGE OF VARIABLES

Budget may be prepared for:  
market activities; profit centre or operations; set time periods; bankers; other finance companies

Data for budget preparation may include:  
previous budget; employee costs; overhead costs

Sources of data may include:  
awards; company records; legislative requirements; industrial agreements; regulations and standards applicable to the industry

The budget may address:  
operational income and expenditure; plan objectives; cash flow management; asset replacement; asset sales; entrepreneurial ventures and available revenue sources

Relevant parties may include:  
employee; owner; regulator; financier; accountant

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by reviewing budgets developed under normal industry operating conditions, using technology appropriate to the workplace. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* identifies and analyses current financial position, trends in income and expenditure, future financial impact of business plan, and other relevant factors to forecast income and expenditure
  - \* realistically forecasts income and expenditure, taking into consideration all relevant parameters and allowing for variations and contingencies
  - \* prepares a realistic and achievable draft budget which is in line with company business plan
  - \* supplies a draft budget to relevant parties for comment
- 
- \* prepares a final budget, which includes modifications and a consideration of comments
  - \* advises relevant personnel of budget requirements

### Underpinning Knowledge

budget processes and procedures  
 company business plan  
 relevant company requirements  
 PC uses and applications (including accounting software)

## Underpinning skills

communication, including: liaison; consultation; interpersonal; listening; negotiation; questioning  
 negotiation  
 report writing and presentation  
 interpretation of business plan and financial information  
 identification of financial trends  
 research  
 numerical calculations  
 spreadsheeting  
 forecasting  
 PC operation  
 keyboard skills

### Resources Required for Assessment

- Information on current company financial position
- Business plan
- Income and expenditure information
- Financial reports
- Company pro forma budgets
- Computer
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM**

Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS33A Develop and implement a marketing strategy

This unit applies to the marketing strategies developed and used by the company.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Evaluate markets and company capacity for service | 1                    | Markets for existing or new product opportunities for the company are identified, researched and analysed for possible entry and/or development |
|         |   | 2                    | An assessment of existing service capacities is undertaken to identify scope for increased service provision                                    |
|         |   | 3                    | Preferred business profile is identified from business plans and other company documentation  |
|         |   | 4                    | Economic, community, industry, and political trends are assessed for relevance against the company profile                                      |
| 2       | Develop marketing strategies and plans            | 1                    | Alternative and innovative marketing strategies for the company are identified and compared with existing systems                               |
|         |   | 2                    | Services and markets for security services are clearly identified from reliable information   |
|         |   | 3                    | Marketing service organisations are identified and services accessed where appropriate  |
|         |   | 4                    | Cost effective plans are developed for services, promotional and pricing strategies   |
| 3       | Implement marketing strategies                    | 1                    | Suitable advertising and other promotional vehicles are evaluated for cost effectiveness  |
|         |   | 2                    | Plans, schedules and targets are set for the introduction of new or improved services   |
|         |   | 3                    | Plans take into account the needs of clients targeted   |
|         |   | 4                    | Implementation is directed toward achieving outcomes defined in the   |

marketing strategy

|   |                            |   |   |
|---|----------------------------|---|---|
| 4 | Monitor marketing strategy | 1 | Evaluation criteria to assess the effectiveness of marketing are established                                |
|   |                            | 2 | Accurate records are kept against evaluation criteria to enable reliable decision on performance to be made |
|   |                            | 3 | Marketing strategy is regularly adjusted in response to monitoring of performance                           |

### RANGE OF VARIABLES

Organisation includes all forms of business enterprises, public and private

Marketing strategies may include:  
target markets by client group; location; core function; service type

Promotional strategies may include:  
a combination of pricing; public relations; image and presentation, advertising; community education and involvement

Promotional plans take account of objectives of the promotion; venues and location; duration; style and format of the promotion; technical equipment required; number of invitees; promotional materials; budget; control of invitations; staffing implications; possible cooperative approaches with other organisations

Plans may include:  
budgets; business plans; marketing plans

Service organisations may include:  
advertising agencies; marketing consultants; industry associations

Assessment of existing capacity may include:  
competency levels; geographic location; condition and type of facilities and equipment; current workloads; new technology

Community, environmental, political trends may include:  
popular attitudes, stability, conservation, degree of knowledge, news coverage, security issues, crime trends

Evaluation performance criteria may include:  
volume of billed business; public response rates; cost per lead; conversion rates; surveys on attitudes and views of company

### EVIDENCE GUIDE

Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance

- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by citing a marketing strategy prepared for normal industry operating conditions, including evidence of process followed

The assessment should include:

- \* knowledge of a range of promotional strategies and plans (refer to range of variables)
- \* demonstrated capacity to develop a marketing strategy from given data
- \* demonstrated capacity to evaluate effectiveness of marketing strategy

### **Underpinning Knowledge**

marketing principles and practice  
performance evaluation measures  
competitors' strengths and weaknesses  
business planning process  
customer relations policies  
market conditions and forces

## **Underpinning skills**

business negotiation  
verbal and written communication  
budgeting  
analytical skills applied to market research and assessments  
planning and scheduling of monitoring activities  
presentation skills  
maintaining records or database  
research  
basic computer literacy including word processing

### **Resources Required for Assessment**

- Information on industry, markets, and client needs
- Business plan
- Computer
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM**

Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS34A Respond to customer inquiry

This unit has application where office based and/or telephone inquiries for access security systems and services are received.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify nature and type of inquiry        | 1                    | Client is addressed in a courteous and business like manner  |
|         |  | 2                    | Client requirements and degree of urgency are established promptly   |
|         |  | 3                    | Impact of company requirements and/or relevant legislation for dealing with inquiry and ability to respond is identified               |
|         |  | 4                    | Inquiries requiring additional research are allocated a priority and arrangements made for follow-up                                   |
| 2       | Research information relevant to inquiry   | 1                    | Information relevant to client needs is identified from company and industry sources   |
| 3       | Determine suitable response                | 1                    | Response to the inquiry is prepared promptly, within company time requirements   |
|         |  | 2                    | Need for written or verbal response is established in accordance with company requirements and nature of inquiry                       |
|         |  | 3                    | Client is provided with options for access security where appropriate  |
| 4       | Communicate advice and pricing information | 1                    | Written and verbal responses are presented in clear and simple terms so that they can be understood                                    |
|         |  | 2                    | Pricing information is provided for routine and specified access security services where these match with client requirements          |
|         |  | 3                    | Client requirements for follow-up information are attended to promptly   |
|         |  | 4                    | Security assessment, installation, maintenance, repairs and service bookings are scheduled and confirmed with client where appropriate |
| 5       | Update relevant files and records          | 1                    | All required documentation is completed promptly and accurately, in accordance with company requirements                               |

- |   |  |
|---|--|
| 2 | Work allocations are promptly advised to relevant staff where required                           |
| 3 | Information on the type and source of inquiries is collated to enable subsequent market analysis |

### RANGE OF VARIABLES

Client inquiries may include:

service provision; security service/system options; pricing; estimates; advice; referrals; general information; company information

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Company sources may include:

company requirements; operations manuals; relevant personnel; departments

Industry sources may include:

regulatory bodies; industry codes of conduct; industry associations; other security companies; current industry research; publications, magazines and brochures; security equipment/system manufacturers

Documentation may include:

client details (name, telephone, address, security equipment/system); details of inquiries; response to inquiries; updating client records

Legislative considerations may cover:

trade practices legislation in relation to client rights/consumer protection

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Evidence of competency is best obtained by observing activities in the working environment and reviewing the outcomes of several reviews under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* addresses client in courteous, business-like manner
- \* determines nature of client inquiry and information requirements
- \* researches information to respond to inquiry
- \* determines suitable response for answering client's inquiry

- \* clearly communicates information
- \* updates documentation
- \* advises work allocations where required

### **Underpinning Knowledge**

relevant product and service knowledge  
company pricing schedules  
work allocation procedures  
company requirements  
trade practices legislation regarding customer rights or consumer protection

### **Underpinning Skills**

communication, including: liaison; customer service; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
report writing  
public relations  
analytical  
problem solving  
telephone customer relations  
use communications equipment (may include use of mobile phone or commander system)  
dispute resolution  
accessing regulatory information

## **Resources Required for Assessment**

- Company and client information
  - Case studies
  - Role plays
  - Communications equipment
  - Criterion referenced assessment instruments
  - Relevant codes of practice
  - A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS35A Resolve client problems

This unit applies to dealing with customer complaints and concerns regarding company services.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Confirm client problems  | 1                    | Records are reviewed to establish details of security equipment/system/service problem  |
|         |  | 2                    | Where appropriate, on-site inspection is organised to confirm existence of problem  |
|         |  | 3                    | Existence of problem is otherwise confirmed through suitable discussion with client   |
|         |  | 4                    | Details of problem are logged to ensure accurate records are maintained to meet company requirements and relevant legislation |
| 2       | Consider response options  | 1                    | Details of problem are analysed, and available and practical options identified   |
|         |  | 2                    | Method to resolve problem is selected and necessary management approval obtained where required                               |
|         |  | 3                    | Alternative options for action are identified to address contingencies  |
| 3       | Communicate with clients and/or their agents to resolve problems | 1                    | Legal advice is sought on nature of problem and proposed solution where necessary   |
|         |  | 2                    | Agreement is reached through negotiation with client in order to implement proposed solution                                  |
|         |  | 3                    | Outcomes of discussions and agreed actions are documented in accordance with company requirements and relevant legislation    |
| 4       | Update policy and procedures where                               | 1                    | Information on the identified problem and solutions is provided to management to  |

required

assist in updating company policy and procedures

- 2 Staff are debriefed on the nature of the problems and solutions implemented to reduce incidence of recurrence

### RANGE OF VARIABLES

Records may include:

client file; warranty documents; service history; equipment/system records; complaints log; monitoring station records; verbal discussions with operators

Organising on-site inspection may involve:

communication with relevant personnel; confirm Access to site; confirm on-site inspection date and time

Problem may include:

perceived poor service; faulty equipment/system; inoperable equipment/system; account complaints; public relations problems

Logging of problem may be on computerised or manual system

Responses may include:

organise repairs; organise servicing; client education; on-site inspection; provision of further information; referral to others including specialist advisors

Communications may include:

telephone discussions; written communications via letter, facsimile or e-mail; face-to-face

Solutions may involve:

clear explanation; rectification (including maintenance and repairs); change in service provision; additional service provision; mediation; litigation; payment of compensation; no action

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations may cover:

trade practices legislation in relation to client rights/consumer protection

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above

- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by through practical resolution of actual client problems under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* reviews records to establish details of problem
- \* organises on-site inspection where required
- \* confirms existence and details of problem through discussion with client
- \* determines possible solutions to resolve problem, and obtains legal advice where required
- \* negotiates with client to ensure satisfactory resolution of problem
- \* debriefs staff on problem and solutions implemented and updates company policy and procedures to reduce incidence of problem recurrence where required

### **Underpinning Knowledge**

common equipment/system/service problems and their solutions  
customer motivations and expectations  
conflict resolution  
trade practices legislation in relation to client rights/consumer protection  
PC uses and applications  
company requirements

## **Underpinning Skills**

communication, including: liaison; interpersonal; listening; questioning; following instructions; giving information;  
resolving conflict  
problem solving  
negotiation  
working under pressure  
report writing  
telephone customer relations  
use communications equipment  
record keeping  
dispute resolution

### **Resources Required for Assessment**

- Company and client information
- Case studies
- Role plays
- Communications equipment
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS36A Maintain financial records

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Reconcile accounts to balance                 | 1                    | Discrepancies between transaction documentation and account balances are identified                             |
|         |   | 2                    | Errors in documentation are rectified or reported where necessary   |
|         |   | 3                    | Data are recorded on nominated system within designated timelines   |
| 2       | Prepare financial institution reconciliations | 1                    | Journal entries and cash payment summaries are checked for accuracy against financial institution statements    |
|         |   | 2                    | Discrepancies are noted and resolved or reported where necessary  |
|         |   | 3                    | Regular reconciliation reports are produced within designated timelines to provide data required by the company |
| 3       | Make journal entries                          | 1                    | Correct journal is selected for the intended entry  |
|         |   | 2                    | Entries to journal are accurate and correctly located   |
|         |   | 3                    | Journal entries are supported with explanation and cross referencing to source documentation                    |
|         |   | 4                    | Irregularities are noted and actioned for resolution within designated timelines                                |
|         |   | 5                    | Journal entries are authorised in accordance with company requirements  |

#### RANGE OF VARIABLES

System may be manual or computer based

Types of records include:  
income; daily; monthly; budget variance; monthly expenditure; stock inventories; depreciation schedules; purchases; petty cash register

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative requirements may cover:  
taxation and accounting requirements for financial records and financial reporting

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by reviewing examples of records maintained under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* reconciles accounts to balance
- \* reconciles accounts with financial institution statements
- \* identifies and investigates financial record discrepancies
- \* identifies and rectifies or reports, where necessary, financial record errors
- \* makes clear and accurate journal entries in appropriate journal
- \* updates financial records within set timelines

### Underpinning Knowledge

company financial policy and procedures  
required accounting procedures  
relevant industry regulations, standards and codes of conduct  
company accounting and ledger systems  
PC uses and applications (including accounting software)  
company fees and charges  
banking procedures  
financial reconciliation  
company requirements  
taxation and accounting requirements for financial records and financial reporting

## Underpinning Skills

communication, including: interpersonal; listening; questioning  
report writing  
prioritising  
methodical organisation of work  
analysis of financial reports and information  
numerical calculations  
spreadsheets  
PC operation

keyboard skills

**Resources Required for Assessment**

- Financial recording system
- Calculator
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS37A Maintain a cash receipting system

| ELEMENT |                     | PERFORMANCE CRITERIA |  |
|---------|---------------------|----------------------|--|
| 1       | Process payments    | 1                    | Float is maintained and required change issued   |
|         |                     | 2                    | Cheques and credit card payments are examined to ensure correct details and processed in accordance with company requirements                |
|         |                     | 3                    | Monies are received and receipted accurately and correct change given  |
|         |                     | 4                    | Monies are balanced against receipts   |
|         |                     | 5                    | Company security precautions are adhered to  |
| 2       | Record transactions | 1                    | Receipts are allocated to the correct account numbers in accordance with company requirements, accounting standards and relevant legislation |
|         |                     | 2                    | Relevant documentation is completed and monies are documented and lodged in accordance with company requirements                             |
|         |                     | 3                    | Irregularities are promptly referred to the appropriate person   |
|         |                     | 4                    | Transaction records are accurately maintained in line with company requirements and accepted accounting practice                             |

**RANGE OF VARIABLES**

System may be manual or computer based

Security precautions may include:  
timelocks; security personnel; codes; nightsafe deposits; external security agencies

Maintenance of transaction records may include:  
reconciliation of debtors ledger to general ledger

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative requirements may cover:  
accounting requirements for financial records and financial reporting

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by reviewing a cash system maintained under normal industry operating conditions, using technology appropriate to the workplace. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* maintains cash float
- \* correctly processes cheques, credit cards and monies received (ensuring correct details, receipts given, correct change given)
- \* follows company security precautions
- \* balances monies against receipts
- \* records cash receipt transactions and maintains transaction records
- \* identifies irregularities and notifies relevant personnel

### Underpinning Knowledge

financial policy and procedures  
required accounting procedures  
company accounting and ledger systems  
PC uses and applications (including accounting software)  
banking procedures  
fees and charges  
financial reconciliation  
accounting requirements for financial records and financial reporting  
company requirements  
internal security procedures

### Underpinning Skills

communication, including: interpersonal; listening; questioning  
cash handling  
financial processing  
record keeping  
bookkeeping  
methodical organisation of work  
analysis of financial information  
numerical calculations  
spreadsheets  
PC operation  
keyboard skills

**Resources Required for Assessment**

- Cash receipting system
- Calculator
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS38A Process accounts receivable and payable

This unit relates to the ongoing accounting activities related to accounts receivable and payable.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Collect information and calculate invoice   | 1                    | Supporting documentation required for invoicing is collected and processed   |
|         |   | 2                    | Fees and price adjustments are calculated where applicable   |
|         |   | 3                    | All calculations are made accurately   |
|         |   | 4                    | Correct account category is allocated to the debtor  |
|         |   | 5                    | Debtors' ledger is maintained accurately   |
| 2       | Render accounts receivable                  | 1                    | The statement/invoices are processed accurately and all necessary details of the transaction are included                |
|         |   | 2                    | The statement is forwarded within the required timeframe   |
| 3       | Provide accounts receivable support service | 1                    | Financial inquiries are responded to politely and accurately disclosing information allowable under company requirements |
|         |   | 2                    | Necessary documentation for customer assistance with inquiries is easily accessed  |
|         |   | 3                    | Any anomalies identified by customers are investigated and corrected in accordance with company requirements             |
| 4       | Reconcile invoices for payment              | 1                    | Goods received documentation is checked for appropriate signature  |
|         |   | 2                    | Invoice is reconciled to goods/services received and purchase order  |
|         |   | 3                    | Invoice is checked to ensure all details are correct   |
|         |   | 4                    | Payment of invoice is correctly authorised in accordance with company requirements                                       |
|         |   | 5                    | Any variances or errors are investigated and rectified or reported to the appropriate person                             |
| 5       | Process documentation for payment           | 1                    | Cheque vouchers are raised and checked against invoices  |

|   |                                   |   |  |
|---|-----------------------------------|---|--|
|   |                                   | 2 | Cheques are processed accurately in accordance with company requirements   |
|   |                                   | 3 | Inquiries from creditors are responded to politely and accurate information is given in compliance with company requirements |
| 6 | Maintain accounts payable records | 1 | Payment is correctly allocated to departmental/section/group accounts  |
|   |                                   | 2 | Adjustments involving creditors' accounts are correctly transferred to the correct ledger accounts                           |
|   |                                   | 3 | Creditors' ledger is maintained accurately and up to date  |
|   |                                   | 4 | The control account in the general ledger is reconciled with the total of balances in the creditors' ledger                  |
|   |                                   | 5 | Any discrepancies or irregularities are investigated and/or reported to the appropriate persons                              |
|   |                                   | 6 | Reports are prepared as required   |

#### RANGE OF VARIABLES

System may be manual or computer based

Supporting documentation for invoicing may include:  
order forms; work notes; list of hire fees; standard charges for services

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative requirements may cover:  
accounting requirements for financial records and financial reporting

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

##### Guidance for Assessment

Evidence of competency is best obtained by reviewing accounts processing under normal industry operating conditions, using technology appropriate to the workplace. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* Gathers, selects and organises information effectively for agreed purpose by defining information requirements both before and during investigation
- \* calculates invoices
- \* allocates account category to debtor
- \* updates debtors ledger
- \* processes statements and invoices and forwards to debtors within required timeframe
- \* handles account inquiries from creditors, and investigates and resolves customer account problems
- \* reconciles goods received docket to invoice, checks all details correct, and ensures authorisation for payment
- \* investigates and rectifies or reports variances/queries/errors on invoices
- \* raises check vouchers, checks against invoices and processes for payment
- \* handles account inquiries from creditors, and investigates and resolves creditor account problems
- \* allocates payment to correct account category
- \* transfers creditor account adjustments to correct ledger account, and maintains creditor ledger
- \* reconciles control account with total balances in creditors' ledger
- \* investigates and rectifies or reports discrepancies/variations
- \* prepares financial reports
- \* achieves precise meaning in report by using appropriate terminology, grammatical structures, spelling conventions and format

### **Underpinning Knowledge**

financial policy and procedures  
required accounting procedures  
company accounting and ledger systems  
standard accounting procedures  
general and subsidiary ledgers  
record keeping requirements for accounts payable and receivable  
invoicing  
account reconciliation  
double entry bookkeeping operation of computer and manual systems  
relevant industry regulations, standards and codes of conduct  
legal requirements  
credit control  
sources of credit status information  
liquidity management  
PC uses and applications (including accounting software)  
company requirements  
accounting requirements for financial records and financial reporting

### **Underpinning Skills**

communication, including: customer service; interpersonal; listening; questioning; giving information; explaining;  
gaining feedback  
cash handling  
financial processing  
record keeping  
bookkeeping  
methodical organisation of work  
analysis of financial information  
numerical calculations  
spreadsheets  
PC operation  
keyboard skills

### **Resources Required for Assessment**

- Financial recording system
- Calculator
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice

- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS39A Maintain credit control

Credit control assists in the maintenance of cash flow and financial liquidity.

| ELEMENT |                                     | PERFORMANCE CRITERIA |  |
|---------|-------------------------------------|----------------------|--|
| 1       | Identify overdue accounts           | 1                    | The current state of accounts payable is regularly monitored   |
|         |                                     | 2                    | Overdue accounts are identified  |
|         |                                     | 3                    | Overdue accounts are reported to appropriate person in line with company requirements                                      |
| 2       | Notify debtor and negotiate payment | 1                    | Debtor is notified of overdue account and any associated interest charges or fines in accordance with company requirements |
|         |                                     | 2                    | Discussions and negotiations with debtors are conducted firmly and courteously   |
|         |                                     | 3                    | Arrangements are made for payment in line with company requirements, procedures and relevant legislation                   |
|         |                                     | 4                    | Compliance with arrangements is monitored, and further action taken if necessary in accordance with company requirements   |

#### RANGE OF VARIABLES

System may be manual or computer based.

Communications may be required to be in writing under company policy.

Outstanding accounts may include:  
fees for service; accounts issued for provision of goods and service

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative requirements may cover:  
accounting requirements for financial records and financial reporting

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by reviewing maintenance of credit control under normal industry operating conditions, using technology appropriate to the workplace. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* identifies overdue accounts
- \* notifies debtor of overdue account and associated charges
- \* discusses and negotiates with debtor to make arrangements for payment
- \* monitors debtor compliance with payment arrangements, and takes further action where required

### Underpinning Knowledge

financial policy and procedures  
 required accounting procedures  
 company accounting and ledger systems  
 record keeping requirements for accounts receivable  
 invoicing  
 account reconciliation  
 double entry bookkeeping operation of computer and manual systems  
 relevant industry regulations, standards and codes of conduct  
 legal requirements  
 credit control  
 sources of credit status information  
 liquidity management  
 debt collection  
 PC uses and applications (including accounting software)  
 company requirements  
 legislative requirements may cover: accounting requirements for financial records and financial reporting

### Underpinning Skills

communication, including: customer service; interpersonal; listening; questioning; negotiation; giving information; explaining; conflict resolution; gaining feedback  
 assertiveness  
 cash handling  
 financial processing  
 record keeping  
 bookkeeping  
 methodical organisation of work  
 analysis of financial information  
 numerical calculations  
 spreadsheeting  
 PC operation  
 keyboard skills

### Resources Required for Assessment

- Financial recording system
- Calculator
- Case studies
- Role plays
- Communications equipment
- Criterion referenced assessment instruments

- Relevant codes of practice
- Access to a registered provider of assessment services

**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRASAS40A Maintain asset management records and control

Asset control applies to all company assets.

| ELEMENT |                                  | PERFORMANCE CRITERIA |   |
|---------|----------------------------------|----------------------|---|
| 1       | Classify assets                  | 1                    | Assets are identified and classified in accordance with company requirements  |
|         |                                  | 2                    | Classification of assets is consistent with company business plan   |
| 2       | Record assets                    | 1                    | The level of disclosure in financial statements is determined/reviewed  |
|         |                                  | 2                    | The benefits of recognizing non-material assets in the company financial reports are balanced against costs arising from the exercise |
|         |                                  | 3                    | Assets are recorded in accordance with Australian Accounting Standards and other relevant legislation                                 |
| 3       | Determine value of assets        | 1                    | Valuation components and unit costs are determined  |
|         |                                  | 2                    | Condition of asset is assessed  |
|         |                                  | 3                    | Useful and residual life of asset are determined  |
|         |                                  | 4                    | Current value of asset is calculated based on valid and reliable information  |
| 4       | Maintain asset management system | 1                    | Asset management system provides information on assets owned and/or controlled by the company   |
|         |                                  | 2                    | Relevance of asset management system is maintained through consultation with relevant personnel, and continually updated              |
|         |                                  | 3                    | Asset management system provides information on assets by type as well as by functional category                                      |

**RANGE OF VARIABLES**

System may be manual or computer based.

Assets may include:

equipment; land; buildings; furniture; vehicles; goodwill; business and marketing contracts

Information to assist management strategies may include:

details of maintenance schedules; residual life of assets

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative requirements may cover:

accounting requirements for financial records and financial reporting

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by reviewing the maintenance of asset management records and control under normal industry operating conditions, using technology appropriate to the workplace. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

\* correctly clarifies and records assets

\* assesses condition of assets and determines values (including current value, and useful and residual life)

\* updates and maintains information on all assets owned/controlled by the company

### Underpinning Knowledge

company financial policy and procedures  
required accounting procedures  
accounting requirements for financial records and financial reporting  
company accounting and ledger systems  
PC uses and applications (including accounting software)  
asset valuation (including current value, useful and residual life)  
company requirements

### Underpinning Skills

communication, including: interpersonal; listening; questioning

record keeping  
bookkeeping  
financial processing  
methodical organisation of work  
analysis of financial information  
asset valuation  
interpreting  
assessment of asset condition  
numerical calculations  
spreadsheets  
PC operation  
keyboard skills

**Resources Required for Assessment**

- Financial recording system
- Range of assets to maintain/control
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS41A Process payroll

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Collect and process payroll documentation | 1                    | All required documentation including timesheets is checked for accuracy and completeness                                       |
|         |   | 2                    | Any anomalies/errors in the documentation are identified, investigated and/or referred to the appropriate person               |
|         |   | 3                    | Pay is calculated correctly in line with relevant employee contract, industrial award and/or relevant legislative requirements |
|         |   | 4                    | Details of pay are correctly prepared for presentation to individual employees by the required time                            |
| 2       | Process payment of wages and salaries     | 1                    | Pay is prepared correctly and authorised in accordance with company requirements   |
|         |   | 2                    | Pay and an employee copy of pay details are issued within designated timeframes  |
|         |   | 3                    | Pay inquiries are dealt with promptly and courteously  |
| 3       | Prepare and process payroll creditors     | 1                    | Periodic returns are calculated accurately   |
|         |   | 2                    | Payment and supporting documentation is produced and forwarded to creditors within required timeframe                          |
|         |   | 3                    | Employee group certificate amounts are prepared and balanced from salary records   |
|         |   | 4                    | Taxation declaration forms are completed in accordance with Australian Taxation Office requirements                            |
|         |   | 5                    | Group tax amounts are calculated and/or transcribed and payments made in accordance with Australian Tax Office regulations     |
| 4       | Provide information                       | 1                    | Personnel data are maintained, updated and supplied to authorised person/department  |
|         |   | 2                    | All payroll records required for statutory and auditing purposes are kept accurate and up-to-date                              |
|         |   | 3                    | Statistical information is forwarded in  |

|   |                  |   |  |
|---|------------------|---|--|
|   |                  |   | accordance with statutory requirements   |
|   | 4                |   | Internal reports are forwarded to relevant parties as required or requested            |
|   | 5                |   | Group certificates are produced, reconciled and distributed within required timeframes |
| 5 | Maintain records | 1 | Details are recorded clearly, accurately and legibly                                   |
|   |                  | 2 | Records are secured, accessible and kept up-to-date                                    |

### RANGE OF VARIABLES

Payment to employees may be via cheque, direct debit or cash

Payroll data may include:  
time sheets; clock cards; leave applications; deductions; variations

Pay may include:  
gross pay; eligible termination pay; statutory and voluntary deductions; leave entitlements

Special entitlements may include:  
meal allowances; travel reimbursements; special condition allowances; overtime

Deductions may include:  
union fees; superannuation; taxation; health benefits and any private deduction arrangements negotiated between employee and organisation

Personnel data may include:  
leave records

Records may include:  
payroll records required for statutory and auditing purposes

System may be computer based or manual

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative requirements may cover:  
taxation and accounting requirements for financial records and financial reporting

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance

- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by observing payroll processing under normal industry operating conditions, using technology appropriate to the workplace. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* collects payroll documentation and checks are accurate and complete
- \* identifies and investigates anomalies/errors in payroll documentation
- \* correctly calculates pay
- \* prepares and presents pay details to personnel within set timeline
- \* handles payroll inquiries, and investigates and resolves payroll queries/problems
- \* complies with taxation requirements (including: calculate periodic returns; prepare employee group certificates; complete taxation declaration forms; calculate group tax; make payments)
- \* maintains and updates personnel information and payroll records
- \* prepares and forwards relevant reports (statistical information, internal reports and taxation information)
- \* produces, reconciles and distributes group certificates
- \* maintains personnel records, ensuring security and accuracy

### Underpinning Knowledge

relevant awards and legislative requirements (interpretation and application)  
 preparation of group certificates  
 taxation requirements  
 company payroll system  
 company financial policy and procedures  
 required accounting procedures  
 relevant industry regulations, standards and codes of conduct  
 company accounting and ledger systems  
 PC uses and applications (including accounting software)  
 account reconciliation  
 company requirements  
 taxation and accounting requirements for financial records and financial reporting

### Underpinning Skills

communication, including: interpersonal; listening; questioning; giving information; explaining; gaining feedback  
 report writing  
 form compilation

financial processing  
 record keeping  
 bookkeeping  
 checking and reconciling accounts  
 methodical organisation of work  
 analysis of financial information  
 numerical calculations  
 spreadsheeting  
 PC operation  
 keyboard skills

### Resources Required for Assessment

- Payroll system
- Calculator
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRASAS42A Maintain and service equipment

This unit applies to the repair and maintenance of equipment used in the provision of security systems and/or services.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Carry out regular inspection of equipment | 1                    | Inspection of equipment is regularly carried out to ensure usage is within manufacturers' specifications, relevant legislation and company requirements      |
|         |   | 2                    | Equipment is physically sighted at regular intervals to establish its existence  |
|         |   | 3                    | Check list where appropriate is completed and signed off to verify inspection and update relevant asset records  |
| 2       | Carry out service and repair of equipment | 1                    | All work is carried out in accordance with manufacturers' specifications and company requirements  |
|         |   | 2                    | Inspections and approvals are obtained from relevant authorities where required  |
|         |   | 3                    | Equipment is serviced or repaired in accordance with manufacturers' specifications and returned to service in a safe and productive condition where possible |
|         |   | 4                    | Unserviceable equipment is disposed of in accordance with company requirements   |
| 3       | Complete necessary documentation          | 1                    | Records for service or repair are completed and filed in accordance with company and legislative requirements  |
|         |   | 2                    | Orders, invoices and supply requisitions are prepared in accordance with company requirements  |

**RANGE OF VARIABLES**

Equipment for repair and maintenance may include: personal protective equipment; overalls; electronic instruments and equipment; diagnostics and testing equipment; installation tools and equipment; staple guns; torches and lighting; ladders; cherrypickers; generators; extension cords; cameras; mobile phones and communications equipment; computers; motor vehicles

Documentation may include: service records; warranties; receipts; invoices; maintenance reports

Records may be manual or computer based.

Company requirements on equipment may cover:  
type of use; use for which equipment designed; replacement of equipment; inspection procedures; requirements for use (including licence, training, supervision)

Manufacturers' specifications may be found in:  
printed instruction leaflets; operators manuals; equipment specifications; attached to the equipment; plans and diagrams; warranty documents

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations may include:  
OHS and safe work practices in the maintenance and servicing of equipment

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by the actual service and maintenance of operating equipment under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* conducts regular inspections and checks of equipment
- \* ensures all relevant equipment inspections and approvals are obtained
- \* carries out servicing and repairs to equipment in accordance with manufacturers' specifications
- \* disposes of unserviceable equipment in accordance with company requirements
- \* updates equipment service/repair records
- \* prepares orders, invoices and supply requisitions in accordance with company requirements

### Underpinning Knowledge

plant and equipment functions  
standard equipment servicing requirements  
spare parts availability and supply  
manufacturers' specifications for equipment  
equipment servicing requirements  
equipment calibration requirements  
maintenance schedules  
technical terminology  
relevant company requirements  
duty of care  
relevant industry regulations, standards and codes of conduct  
OHS and safe work practices in the maintenance and servicing of equipment

## Underpinning Skills

communication skills: interpersonal; listening; questioning; gaining feedback; giving information and advice  
equipment fault diagnosis  
interpret maintenance schedules  
identify maintenance requirements  
planning  
completion of paperwork, including orders, invoices and supply requisitions  
problem solving  
methodical organisation of work  
equipment operation  
equipment servicing  
use relevant hand tools  
safe and efficient work practices

### Resources Required for Assessment

- Equipment maintenance schedules
- Equipment repair orders
- Work order
- Equipment/systems requiring repairs
- Tools, equipment and materials for conducting repairs
- Manufacturers' operations and repair instructions
- Communications equipment
- Case studies
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRASAS43A Organise and manage projects and/or services

This unit applies to the organisation and management of a company's security projects and/or services, and is applicable where supervision of a small field work team is required.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Identify work requirements                             | 1                    | Work specifications are reviewed to identify requirements   |
|         |  | 2                    | Clients' needs and expectations are identified accurately   |
|         |  | 3                    | The work characteristics and any special work requirements are identified   |
| 2       | Organise equipment, supplies and materials             | 1                    | Equipment and material requirements are estimated and made available in line with past usage  |
|         |  | 2                    | Equipment is checked to be in good working order to manufacturers' specifications, relevant legislation and company policy                        |
|         |  | 3                    | Equipment and tools required are made available to suit work needs  |
| 3       | Allocate work and activities                           | 1                    | Work is scheduled and allocated to be completed within time available   |
|         |  | 2                    | Work allocation to individuals matches known competency and capacity to complete work requirements within relevant legislation and company policy |
|         |  | 3                    | Relevant licences are held appropriate to the work being performed  |
|         |  | 4                    | Work allocation occurs within approved budget levels  |
| 4       | Communicate work requirements                          | 1                    | Communication in a medium suitable to the situation is undertaken to ensure instructions are clear and understood                                 |
|         |  | 2                    | The understanding of the communication is verified and confirmed  |
| 5       | Provide suitable training and assessment opportunities | 1                    | Appropriate on-job training is provided to staff to fill identified skill gaps and improve work performance                                       |
|         |  | 2                    | Assistance is provided to staff where required to ensure compliance with work requirements  |
|         |  | 3                    | Opportunities are provided for staff to ask questions and seek clarification on   |

|   |  |   |   |
|---|--|---|---|
|   |  |   | training and work performance matters   |
|   |  | 4 | Relevant work assessments are undertaken in accordance with industry and company requirements                                     |
| 6 | Monitor work activity to meet specifications | 1 | Work activity is systematically monitored to ensure legislative requirements, industry standards and company requirements are met |
|   |  | 2 | Prompt follow up occurs on difficult or known problem areas   |
|   |  | 3 | Work is reallocated as required to ensure client and company requirements are met   |

### RANGE OF VARIABLES

Work specifications may be:

copy of contract documentation; derived schedules or checklists; building plans and area charts; client correspondence; client briefs; work orders

Client expectations and needs may be verbal or written and usually checked against work specification requirements.

The competencies and capacity of existing workers is determined from observations, discussion, training records and demonstrations.

Estimates for time duration of work are made based on assessment and past experience with similar service provision.

Budgets are usually determined for the service provision and usually define discretionary levels in relation to expenditure areas.

Training may include:

on-job instruction; provision of learning opportunities; demonstration; structured feedback; self-paced learning packages; training provided by manufacturers

Assessment may include:

review to specifications and other documentation within enterprise and industry policy guidelines; competency assessment for recording purposes

Legislative considerations may include:

client-supplier contract conditions and requirements; OHS and safety for personnel; duty of care to clients

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by reviewing the supervision of a work team under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* clearly identifies work requirements
- \* organises equipment, supplies and materials
- \* allocates work and activities to competent personnel
- \* clearly communicates all work requirements
- \* provides suitable training and assessment opportunities where required
- \* monitors work activity to ensure legislative requirements, industry standards and company requirements are met

### **Underpinning Knowledge**

project management  
human resource management  
installation and servicing procedures  
resource allocation  
safe work practices  
estimating and quotation  
budgets  
client-supplier contract conditions and requirements  
OHS and safety for personnel  
duty of care to clients  
company and client confidentiality requirements  
company requirements

### **Underpinning Skills**

communication, including: liaison; customer service; negotiating; report writing; consultation; interpersonal; listening; questioning; gaining feedback; giving information  
team leadership  
planning  
organising  
monitoring  
coordinating  
project management  
numerical calculations: including: time; measurements; quantities  
PC operation  
read and interpret client briefs, plans, designs, and specifications

safe and efficient work practices safe and efficient work practices

### **Resources Required for Assessment**

Project information  
List of available resources  
Communications equipment  
Role plays  
Case studies  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM**

Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS44A Prepare and implement employment arrangements

This unit covers the development and implementation of arrangements to ensure the company maintains access to suitable human resources.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Prepare position and job profile/descriptions | 1                    | Relevant parties are consulted during the development of job descriptions to ensure perspectives are considered       |
|         |   | 2                    | Job descriptions provide clear and concise description of work duties   |
|         |   | 3                    | Descriptions are consistent with business plan and operating targets  |
|         |   | 4                    | Descriptions provide statements on company requirements in key areas, including safe work practices                   |
| 2       | Recruit staff                                 | 1                    | Recruitment methods are selected to suit job and company requirements in accordance with relevant legislation         |
|         |   | 2                    | Selection interviews are fair and equitable and in compliance with relevant legislation and company requirements      |
|         |   | 3                    | Information on competing applications is judged against documented selection criteria                                 |
|         |   | 4                    | All applicants are promptly and accurately informed regarding the outcome of the selection process                    |
| 3       | Implement award/contract arrangements         | 1                    | Application of relevant industry awards is determined and arrangement for implementation instigated where appropriate |
|         |   | 2                    | Suitable employee contracts are negotiated where appropriate and full records kept of agreements reached              |
|         |   | 3                    | Regular audit of terms and conditions of awards/contracts is undertaken to ensure compliance                          |

**RANGE OF VARIABLES**

Position description/job descriptions may include: formal job profiles; duties; responsibilities; projects; career development; incorporated in job advertisements

Job descriptions may cover:

title of position; duties and responsibilities; reporting arrangements; terms and conditions of employment; company policy requirements (including safety, security, public presentation); rates of pay; overtime; reward schemes; performance review policies

Recruit may include:

advertisements; word of mouth; referrals; employment or government agencies; training institutions

Relevant parties may include:

supervisors; managers; other employees

Awards are defined under relevant legislation with coverage for the industry, type of work or work sites involved. Award coverage may vary between states and territories.

Employment contracts are documented and are the agreed employment arrangement between employer, employee or employee representatives. May also cover enterprise agreements.

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations may include:

equal opportunity and anti-discrimination in arranging employment; duty of care; employer-employee contracts, awards and enterprise agreements

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence of competency is best obtained by review of at least two different employment arrangements developed under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency may include:

- \* prepares job descriptions
- \* determines appropriate recruitment methods to attract new personnel
- \* conducts fair and equitable recruitment interviews
- \* judges competing job applications against documented selection criteria
- \* applies relevant industry awards where required
- \* negotiates suitable employee contracts where required
- \* regularly audits terms/conditions/awards/contracts to ensure compliance

### Underpinning Knowledge

employment terms and conditions  
industry awards  
recruitment methods and practices  
selection methods and processes

taxation implications  
induction procedures  
company requirements  
company human resources plan  
equal opportunity and anti-discrimination in arranging employment  
duty of care  
employer-employee contracts, awards and enterprise agreements

## Underpinning Skills

communication skills, including: liaison and consultation; interpersonal; interviewing; report writing; explaining;  
giving feedback; gaining feedback from others; clarifying; questioning  
writing job descriptions  
determination of assessment criteria  
objective applicant assessment against assessment criteria  
record keeping  
decision making  
interpretation of awards, terms and conditions and employee contracts  
induction  
assessment against criteria

### Resources Required for Assessment

- Company HR plan
- Performance requirements for range of positions
- Industry awards
- Company pro forma induction requirements
- Case studies
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRAS45A Review and manage staff performance

This unit relates to the ongoing process of assessment of staff performance and development of reward and incentive schemes

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Develop an appropriate review process                     | 1                    | Identify company goals  |
|         |   | 2                    | Identify staff goals  |
| 2       | Develop and train staff in performance management system  | 1                    | Performance management systems are designed in consultation with staff to assist staff and the company to reach planned targets                         |
|         |   | 2                    | All staff are made aware of performance management systems and what is acceptable performance   |
| 3       | Undertake staff performance assessment                    | 1                    | Staff are assessed at regular intervals against pre determined performance requirements   |
|         |   | 2                    | Assessment is fair and equitable to all staff members   |
|         |   | 3                    | Staff are advised of assessment requirements in advance   |
|         |   | 4                    | Staff are provided with opportunities to question assessment and negotiate outcomes where appropriate   |
| 4       | Implement performance management system where appropriate | 1                    | Reward and incentives schemes are designed to assist staff and company reach targets  |
|         |   | 2                    | All staff are made aware of rewards and incentive schemes and what is required for achievement  |
|         |   | 3                    | Schemes are administered fairly and equitably to all parties  |
| 5       | Devise and implement staff development strategies         | 1                    | Individual strengths and weaknesses are identified and staff development requirements are assessed in accordance with the company's human resource plan |
|         |   | 2                    | Development plans are put in place for each staff member which identify relevant development activities and are in accordance with company requirements |
|         |   | 3                    | Application of new skills and knowledge in the workplace is supported   |

consistently.

|   |   |   |   |
|---|---|---|---|
| 6 | Counsel staff                                     | 1 | Staff counselling occurs promptly to minimise the negative impact of delays   |
|   |   | 2 | Counselling strategies are appropriate to company and individual needs  |
|   |   | 3 | A record of counselling and required action is prepared promptly  |
|   |   | 4 | Counselling is undertaken in a supportive environment that protects the privacy of the individual   |
|   |   | 5 | Referrals to professional services are made as appropriate  |
| 7 | Implement disciplinary and termination procedures | 1 | The need for intervention is monitored from company and individual responses to work related activity   |
|   |   | 2 | Requests for intervention are considered and responded to in a fair and equitable manner within agreed procedures   |
|   |   | 3 | Details of decisions and actions taken are fully documented   |
|   |   | 4 | Disciplinary and/or termination interviews are conducted in an appropriate manner with a constructive approach in accordance with company policy and relevant legislation |
|   |   | 5 | The interests of the company and the individual are protected within required and agreed procedures and relevant legislation  |
|   |   | 6 | All other relevant parties are involved and/or advised promptly of actions taken  |

#### RANGE OF VARIABLES

Performance assessment can be formal or informal.

Rewards systems can include:

pay bonuses; sales targets; time off; company recognition awards

Disciplinary procedures may include:

formal processes under relevant legislation

Counselling may include:

employee discussions; organised and informal interviews at the request of employer or employee

Company requirements may be found in:

operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations may include:

equal opportunity and anti-discrimination in reviewing and managing staff performance; duty of care; employer-employee contracts, awards and enterprise agreements

#### EVIDENCE GUIDE

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by review of at least two different staff review activities under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* develops appropriate staff review processes
- \* informs all staff of performance management system
- \* assesses staff at regular intervals fairly and equitably against pre-set performance requirements
- \* designs reward and incentive schemes
- \* fairly and equitably administers schemes
- \* identifies individual strengths and weaknesses
- \* determines staff development requirements
- \* supports application of new skills and knowledge in the workplace

### **Underpinning Knowledge**

industrial terms and conditions

staff development strategies

employer and employee rights and obligations

staff performance objectives

staff performance assessment methods

performance management systems (including reward and incentive schemes)

mediation

company human resources plan

company requirements

equal opportunity and anti-discrimination in reviewing and managing staff performance

duty of care

employer-employee contracts, awards and enterprise agreements

## **Underpinning Skills**

communication skills, including: interpersonal; consultation; negotiation; giving feedback; listening; questioning; counselling

training and facilitation

developing strategies for staff development

staff review process development

performance assessment

implementation of performance management systems

report writing

decision making

### **Resources Required for Assessment**

Performance requirements for range of positions

Company pro forma performance review requirements

Case studies  
Role plays  
Criterion referenced assessment instruments  
Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Access Security

**UNIT** PRSAS46A Supervise staff

This unit is designed to address performance required for the supervision of all staff in a company.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Supervise staff workload                                       | 1                    | Current workload of staff is accurately assessed   |
|         |  | 2                    | Workload is scheduled effectively to facilitate operational efficiency   |
|         |  | 3                    | Workload is delegated to appropriate staff members   |
|         |  | 4                    | Workload of staff is continuously assessed in accordance with agreed objectives and timelines  |
|         |  | 5                    | Staff are assisted in prioritisation of workload   |
|         |  | 6                    | Staff rosters are prepared in accordance with company requirements and in accordance with any award and relevant legislation                         |
| 2       | Provide feedback to management on staffing matters             | 1                    | Feedback on current and potential staffing needs is provided to company management   |
|         |  | 2                    | Input is provided to facilitate the implementation of the company's staff appraisal system   |
| 3       | Advise staff on company requirements applying to the workplace | 1                    | Induction programs for new employees are effectively conducted to introduce new employees to the workplace   |
|         |  | 2                    | Staff are regularly and accurately briefed on relevant company requirements  |
|         |  | 3                    | Strategies for the implementation of company requirements are communicated to staff  |
| 4       | Monitor and maintain effective individual and team performance | 1                    | Individual's/team's performance is reviewed on an ongoing basis  |
|         |  | 2                    | Feedback on individual's/team performance is provided in a constructive manner   |
|         |  | 3                    | Problems with individual's/team's performance are identified and addressed in accordance with company personnel and employment policy and procedures |
|         |  | 4                    | Relevant legislation and company   |

|   |  |   |  |
|---|--|---|--|
|   |  |   | requirements are followed and implemented within the work context  |
| 5 | Identify and develop individual employee potential | 1 | Expertise of individual employee is identified, recognised and drawn on in the allocation of tasks         |
|   |  | 2 | Individual employee's competencies are identified in relation to the job, career path and training options |
|   |  | 3 | Opportunities to transfer and apply skills are provided  |
| 6 | Maintain records                                   | 1 | Information is recorded in accordance with company and legislative requirements                            |
|   |  | 2 | Details are recorded clearly, accurately and legibly   |
|   |  | 3 | Records are secured, accessible and kept up-to-date  |

#### RANGE OF VARIABLES

Employees may include:  
full-time; part-time; casual; field staff; office staff; sub contractors; licence holders

Records may include:  
information about staff performance; competency assessments

Company requirements applying to the workplace may include:  
procedures relating to workplace change processes; disciplinary procedures; award procedures; pay procedures; company structures

Performance may include:  
general standard of work; travelling time; job planning; attitude to clients; following administrative procedures

Company requirements may be found in:  
operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations may cover:  
OHS and work safety of personnel; duty of care to employees

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing the conduct of supervision and reviewing a supervisor's log over a weeks activity under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* supervises staff and delegating workload appropriately
- \* provides feedback to management on staffing matters (including staffing needs and input to staff appraisal system)
- \* provides advice to staff on policy and procedures applying to the workplace
- \* conducts induction programs for new employees
- \* provides feedback on individual/team performance
- \* identifies and addresses individual/team performance problems
- \* identifies and develops individual employee potential (including identifying staff expertise, competencies and opportunities to apply new skills)

### **Underpinning Knowledge**

industrial terms and conditions  
staff development strategies  
employer and employee rights and obligations  
staff performance assessment methods  
mediation  
range of interpersonal communication techniques  
anti-discrimination policy and procedures  
staff performance monitoring systems  
team building and teamwork techniques  
company human resources plan  
company requirements  
OHS and work safety requirements for personnel  
duty of care to employees

### **Underpinning Skills**

communication skills, including: interpersonal; consultation; negotiation; giving feedback; listening; questioning; counselling  
report writing  
decision making  
interpreting  
staff performance appraisal

monitoring team performance  
problem solving  
contingency management  
scheduling  
prioritising  
advisory  
delegation of tasks  
conflict resolution

### **Resources Required for Assessment**

Case studies  
Role plays  
Criterion referenced assessment instruments

Relevant codes of practice  
A suitable venue: either in the workplace or classroom  
Access to a registered provider of assessment services



Security and Investigative Services

**STREAM**

**FIELD** Access Security

**UNIT** PRSAS47A Control and monitor finances

This unit applies to the controlling and monitoring of a company's finances.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Allocate funds                                | 1                    | Funds are allocated in accordance with agreed priorities   |
|         |   | 2                    | All relevant people are kept informed of resource decisions, allocations and usage   |
|         |   | 3                    | Records of resource allocation and usage are current and complete in accordance with relevant legislation and company requirements         |
| 2       | Manage cash flow                              | 1                    | All documentation on cash flow is up to date and accurate  |
|         |   | 2                    | Cash receipts and payments are monitored against budgeted cash flow  |
|         |   | 3                    | Relevant employees are consulted to determine the likely pattern of cash flows and to anticipate any unusual receipts/payments             |
|         |   | 4                    | Forecasts of future cash flows are made in accordance with available information   |
|         |   | 5                    | Cash budgets are presented in the approved format and clearly indicate net cash requirements   |
|         |   | 6                    | Significant deviations from the projected cash flow requirements are assessed and appropriate action taken                                 |
|         |   | 7                    | Cash budgets are developed to ensure effective utilisation of on hand funds whilst maintaining an adequate level of liquidity              |
| 3       | Monitor and control activities against budget | 1                    | Systems are implemented to facilitate timely and accurate monitoring of actual expenditure and income against budgetary predictions        |
|         |   | 2                    | Actual income and expenditure is checked against budgets at regular designated intervals   |
|         |   | 3                    | Deviations from expected budget estimates/expenditure are identified and addressed and/or reported in accordance with company requirements |

|   |                 |   |   |
|---|-----------------|---|---|
|   |                 | 4 | Employees are advised of financial status with regard to budget allocations and expenditure                                 |
| 4 | Prepare reports | 1 | Financial reports are prepared which are accurate, clear and concise  |
|   |                 | 2 | Financial reports are prepared within required timeframes in accordance with company, auditing and legislative requirements |

### RANGE OF VARIABLES

Budgets may be for large or small companies or particular programs, projects or services of various sizes.

Company requirements may be found in: operations manuals; induction documentation; training materials; policy and procedures documents; insurance policy agreements; verbal or written instructions; client and company confidentiality requirements; quality assurance documents

Legislative considerations may include: taxation and accounting requirements for financial recording and reporting; corporations law reporting requirements

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Evidence of competency is best obtained by observing financial control and monitoring under normal industry operating conditions, using technology appropriate to the workplace. If this is not practicable, observations in realistic simulated environments may be substituted.

Evidence of competency will include:

- \* allocates funds in accordance with agreed priorities
- \* updates all cash flow documentation
- \* monitors cash receipts and payments against budgeted cash flow
- \* determines pattern of cash flows and anticipates unusual receipts/payments
- \* forecasts future cash flows
- \* prepares and presents cash budgets which clearly indicate cash requirements
- \* identifies deviations from projected cash flow and takes action as appropriate
- \* monitors actual expenditure against budgetary predictions
- \* identifies deviations from expected budget estimates/expenditure

- \* advises employees of financial states with regard to budget allocations and expenditure
- \* prepares accurate financial reports

### **Underpinning Knowledge**

financial policy and procedures  
required accounting procedures  
company accounting and ledger systems  
budgeting processes and procedures  
cash flow management  
PC uses and applications (including accounting software)  
taxation and accounting requirements for financial recording and reporting  
corporations law reporting requirements  
company requirements  
internal security procedures

### **Underpinning Skills**

communication, including: interpersonal; listening; questioning; consulting  
financial processing  
interpretation of financial information and reports  
forecasting  
estimating  
record keeping  
bookkeeping  
checking and auditing  
methodical organisation of work  
analysis of financial information  
numerical calculations  
spreadsheets  
PC operation  
keyboard skills

### **Resources Required for Assessment**

- Financial reports
- Budgets
- Case studies
- Role plays
- Criterion referenced assessment instruments
- Relevant codes of practice
- A suitable venue: either in the workplace or classroom
- Access to a registered provider of assessment services



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR01A Define scope of task

This unit includes developing terms of reference from first principles where they do not exist.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Identify task                             | 1                    | Authority to conduct the task is clearly established with client   |
|         |   | 2                    | Requirement for task and broad boundaries are identified through consultation with client and recorded in accordance with own organisation's procedures                |
| 2       | Establish terms of reference              | 1                    | Requirements of industry codes of practice, codes of ethics and organisation's policies relevant to the task are identified and complied with                          |
|         |   | 2                    | Instructions are interpreted and clarified with client and details confirmed in accordance with organisation procedures  |
|         |   | 3                    | Capability of the assessor to undertake the task is confirmed through discussions with client and assessment of draft terms of reference                               |
|         |   | 4                    | Stakeholders in organisation in which risk assessment is to be conducted are clearly identified and confirmed  |
|         |   | 5                    | Terms of reference for task are confirmed and where required, amended by mutual agreement, by consultation with client   |
| 3       | Gather preliminary background information | 1                    | An understanding of the operating environment of the organisation or facility is acquired as a basis for detailed planning of the task                                 |
|         |   | 2                    | Management and structure of the organisation, key personnel and facilities central to the task are clearly identified by consultation with client and through research |
|         |   | 3                    | Research and preliminary inquiries are completed to gather further background information by reference to all sources of information                                   |
| 4       | Develop strategies                        | 1                    | Methods for risk assessment are determined based on full consideration of the task and terms of reference  |
|         |   | 2                    | Proposed methods and specific  |

- techniques to be used are agreed with client and are in accordance with organisation procedures and capabilities
- 3 Major activities and timelines are identified based on assessment of methods, techniques to be employed and terms of reference
  - 4 The timeline for the task is developed and includes the projected completion date and intended target dates for major activities
  - 5 All resources required for task are identified and are consistent with terms of reference and client's instructions
  - 6 An action plan is developed based on evaluation of all available information

### RANGE OF VARIABLES

Client and stakeholders may be:  
internal; external; government; private enterprise

Assessor may be:  
individual; team; private company

Sources of information include:  
letters of engagement; contracts; memorandum of understanding; management; contacts (eg. stakeholders, liaison officers, other agencies); own data; annual reports; brochures; previous assessments and other historical data; internet

Terms of reference include:  
timetable with stages identified; reporting requirements; resources; clearances; authority; limitations and exclusions; deliverables; cost

Operating environment would include:  
size; workforce; core business; functions; stakeholders; competitors; stability eg. financial markets

Resources include:  
administrative support; people; equipment such as notebooks; cameras; torch; transport to and from site; funds; time; technical and specialists such as engineers; accountants; information technology experts

Methods include:  
qualitative; quantitative; semi-quantitative

### EVIDENCE GUIDE

## Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

It is essential competence is demonstrated in use of analytical and problem solving skills

The assessment should also include:

- \* knowledge of risk assessment techniques and processes
- \* knowledge of components of project planning including timelines, milestones, critical path, resource requirements
- \* demonstrated capacity to obtain information from a range of sources listed in the range of variables

### **Underpinning Knowledge**

risk assessment techniques/processes  
project planning  
broad process of security risk management  
customer relations  
applicable legislation  
industry codes of practice

### **Underpinning Skills**

communication skills, including negotiation  
problem solving  
research and analytical  
time management  
accessing stored information including electronic

### **Resources Required for Assessment**

- Access to a suitable venue and communications equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services
- Case studies, client brief



Security and Investigative Services

**STREAM**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR02A Identify assets

This unit includes identifying and placing a value on all assets owned and used by an organisation.

| ELEMENT |                                | PERFORMANCE CRITERIA |  |
|---------|--------------------------------|----------------------|--|
| 1       | List assets                    | 1                    | Advice is sought from facility and other personnel on the location and nature of all assets  |
|         |                                | 2                    | Sources of information on assets held are identified by consultation with client and specialist logistic and facility personnel  |
|         |                                | 3                    | Need for an assets register or other means of recording assets held is reviewed and when warranted, established in consultation with client  |
|         |                                | 4                    | People, their roles and responsibilities within the organisation are determined by reference to organisation chart, other relevant documents and consultation with client                |
|         |                                | 5                    | Survey of the organisation is conducted to identify assets   |
|         |                                | 6                    | Complete list of all relevant tangible assets is recorded and grouped in accordance with size and nature of task and assessor's standard procedures                                      |
| 2       | Identify status of assets      | 1                    | Status of assets with respect to ownership is clarified by reference to relevant sources including asset register where available  |
|         |                                | 2                    | Absence and/or status with respect to completeness and accuracy of information on assets is noted and client advised in accordance with assessor's standard procedures                   |
| 3       | Determine importance of assets | 1                    | Market value of assets is determined based on assessment of purchase price, depreciated value and/or replacement cost in accordance with client's instructions and accounting procedures |
|         |                                | 2                    | Value of asset to client is estimated based on assessment of all factors   |
|         |                                | 3                    | Arrangements for repair/replacement of assets not owned by client are clarified by consultation with owners  |

|   |                      |   |   |
|---|----------------------|---|---|
| 4 | Disseminate findings | 1 | Information gathered is collated to form basis of report if and as required by client and for future reference in security assessment |
|   |                      | 2 | Client is advised of inventory of assets and their value in accordance with terms of reference and assessor's operating procedures    |

### RANGE OF VARIABLES

Organisation includes:  
nations; public and private entities; political parties; employer/employee groups; trade/professional associations; system; activity

Assets are useful things or qualities and include:  
people; equipment; facilities; systems; information; information systems and sources; reputation; goodwill; intellectual property; work processes/practices; business plans; output  
Includes assets an organisation owns, leases or has custody of

Survey may be by:  
interview; telephone; questionnaire; observation of processes and procedures; electronic means

Asset status includes:  
owned; leased; hired; held in custody; borrowed

Factors influencing value of asset include:  
dollar cost; function; criticality to normal operation of the organisation; availability of replacement; replacement time; harm to short and long term operation of organisation

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

It is essential competence is demonstrated in the use of a survey (as listed in the range of variables) to identify assets

The assessment should also include:  
\* knowledge of risk assessment techniques and processes  
\* knowledge of factors affecting value of an asset  
\* demonstrated capacity to present information in written and oral format  
\* design of a questionnaire suitable for assisting to identify assets

### **Underpinning Knowledge**

familiarity with organisation's activities, systems etc. under review including future intentions  
risk assessment techniques/processes  
broad process of security risk management  
applicable legislation  
industry codes of practice

### **Underpinning Skills**

communication, oral briefing, report writing  
research and analytical  
accessing stored information including electronic  
customer relations  
basic word processing

### **Resources Required for Assessment**

- Access to a suitable venue, with a range of assets as listed in the range of variables
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services
- Asset register



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR03A Assess threat

Includes assessment of current, future and potential threats.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify existing and potential threat           | 1                    | Objectives of client's organisation are confirmed by consultation with key appointments within the organisation and reference to available information                                       |
|         |  | 2                    | History of incidents is acquired by reference to data held by organisation and other sources of information  |
|         |  | 3                    | Likelihood of realisation of the threat is assessed against an inventory of the organisation's current and planned assets, activities, functions and existing security management strategies |
| 2       | Identify cause of potential or existing threat   | 1                    | A review is conducted on each item, asset or system to identify how the range of undesirable outcomes have been or could be realised   |
|         |  | 2                    | Information gaps are identified and requirement to gather more information determined  |
| 3       | Identify sources of potential or existing threat | 1                    | Sources of actual or likely threat are determined by consultation with individuals and organisations   |
|         |  | 2                    | Sources are identified by evaluation of data gathered and organisation's current and proposed operating environment, assets and systems  |
| 4       | Determine level of threat                        | 1                    | Criteria for measuring level of threat are developed in accordance with client's requirements and own organisation's procedures  |
|         |  | 2                    | Information is collected, collated and verified as required to facilitate assessment of threat level   |
|         |  | 3                    | Level of threat is assessed by an evaluation of all relevant information   |
| 5       | Monitor threat environment                       | 1                    | Potential threats are determined by monitoring of threat environment with specific consideration of changing role, location, and stability of operating environment                          |
|         |  | 2                    | All known potential risks/threats experienced by like organisations are assessed for relevance and need to   |

implement precautionary action

### RANGE OF VARIABLES

Threats include:  
deliberate; natural; accidental; perceived

Threat is something which may affect the security of an asset and may cause:  
loss of asset; disclosure; destruction; disruption; unauthorised or unwanted modifications; embarrassment;  
compromise; loss of goodwill; reputation or credibility; risk of litigation

Organisations include:  
nations, public and private entities including individuals; political parties; employer/employee groups;  
trade/professional associations; system; activity

Sources of information include:  
current and past employees; organisation's records; competitors; similar organisations (local and overseas);  
police; security contractors or consultants; service providers; overseas services; like industries; industry journals;  
organisation newsletters; annual reports; newspaper articles; research papers; government agencies; media;  
security industry associations; internet

Assets are useful things or qualities and include:  
people; equipment; facilities; systems; information; information system and sources; reputation; goodwill;  
intellectual property; work processes/practices; business plans; output  
Includes assets an organisation owns; leases or has custody of

Like organisations include:  
nations; competitors; other public and private entities including individuals; political parties; employer/employee  
groups; trade professional associations; systems - that are conducting similar activity; using similar technology or  
operating in a similar environment

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

It is essential competence is demonstrated in conducting a review on a range of assets as listed in the range of variables to identify possible or actual undesirable outcomes

The assessment should also include:

- \* knowledge of threat assessment techniques and processes
- \* knowledge of potential damage of threat realised (as detailed in range of variables)
- \* demonstrated capacity to present information in written and oral format
- \* demonstrated capacity to obtain information from a range of sources listed in the range of variables

### **Underpinning Knowledge**

familiarity with organisation's activities, systems etc. under review including future intentions  
distinction between information and intelligence  
threat assessment techniques/processes  
broad process of security risk management  
concept of litigation  
applicable legislation including OH&S regulations  
industry codes of practice

### **Underpinning Skills**

communication skills including interviewing, customer relations  
problem solving  
analytical and research  
accessing stored information including electronic

### **Resources Required for Assessment**

- Access to a suitable venue, with a range of assets as listed in the range of variables
- Case studies
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services
- Inventory of an organisation's assets, activities and functions



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR04A Undertake consequence analysis

A consequence analysis is completed for each asset or activity being reviewed within the terms of reference.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Confirm organisation's objectives              | 1                    | Objectives of client's organisation are reviewed by reference to record of previous discussions with client and other available information  |
| 2       | Confirm importance of asset                    | 1                    | Assessment criteria are developed, or if they already exist, reviewed as a basis for determining importance in accordance with agreed terms of reference and assessor's standard procedures  |
|         |  | 2                    | Assets and activities are ranked for criticality to organisation based on consideration of all factors including impact on organisation's operations using the agreed assessment criteria    |
| 3       | Determine consequences if threat realised      | 1                    | Potential consequences of threats are determined by consultations with stakeholders of the organisation and reference to all available information   |
|         |  | 2                    | Data is collected through research on the impact of known occurrences of the threat  |
|         |  | 3                    | Impact on neighbors is assessed by assessment of all available information including risk of litigation to client  |
| 4       | Identify contingency (continuity) requirements | 1                    | Consequences of disruption to operations are assessed  |
|         |  | 2                    | Availability, dependability and capacity of back-up systems are assessed for assets and activities covered by the terms of reference and those which could impact on their normal operations |
|         |  | 3                    | Factors related to the repair/replacement of assets and activities are accurately assessed and their impact evaluated  |
|         |  | 4                    | Organisation's contingency (continuity) requirements are identified based on an assessment of all factors  |

**RANGE OF VARIABLES**

Organisations include:

nations, public and private entities including individuals; political parties; employer/employee groups; trade/professional associations; system; activity

Sources of information include:

current and past employees; organisation's records; competitors; similar organisations (local and overseas); police; security contractors or consultants; service providers; overseas services; like industries; industry journals; organisation newsletters; annual reports; newspaper articles; research papers; government agencies; media; security industry associations;

Potential consequences may include:

consideration of effect on organisation's ability to continue core functions

Stakeholders include:

clients; current employees; suppliers; clients internal and external to the organisation

Neighbors could include:

states or nations; buildings and their occupants; other arms of the organisation; adjoining systems such as computer lines and power facilities; individuals

Assessment criteria may be based on qualitative factors and/or quantitative factors

Assets are useful things or qualities and include:

people; equipment; facilities; systems; information; information systems and sources; reputation; goodwill; intellectual property; work processes/practices; business plans; output  
Includes assets an organisation owns, leases or has custody of

Factors impacting on repair/replacement include:

time; cost; training; availability

Contingency arrangements could include:

continuity; cessation; transfer of operations; partial closure

Back-up systems could include:

data (electronic, hard copy); personnel; availability of training; communications; equipment; vehicles; parallel systems

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

## Guidance for Assessment

It is essential competence is demonstrated in assessing the consequence of a disruption to operations of an organisation

The assessment should also include:

\* knowledge and risk of assessment techniques and processes

- \* knowledge of litigation
- \* demonstrated capacity to compile assessment criteria for determining importance of an asset
- \* demonstrated capacity to present information in written and oral format
- \* demonstrated capacity to obtain information from a range of sources listed in the range of variables
- \* identification of contingency requirements

### **Underpinning Knowledge**

familiarity with organisation's activities, systems etc under review including future intentions  
basic statistics and numeracy  
risk assessment techniques/processes  
broad process of security risk management  
legislation as it applies to security risk management  
responsibilities necessary to comply with applicable OH&S regulations  
industry codes of practice

### **Underpinning Skills**

oral communication skills including interviewing  
written communication needed for compiling reports  
problem solving  
research and analytical  
time management  
accessing stored information including electronic

### **Resources Required for Assessment**

- Assessment instruments, including personal planner and assessment record book
- Copies of relevant legislation
- Access to facility with a range of assets as listed in the range of variables
- Actual or artificial terms of reference for a security risk management review
- Incident reporting documentation
- Inventory of an organisation's assets, activities and functions



Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR05A Asses vulnerability of assets

This unit covers identification and evaluation of protective security measures in place or planned against threats that have been identified

| <b>ELEMENT</b> |  | <b>PERFORMANCE CRITERIA</b> |   |
|----------------|--|-----------------------------|---|
| 1              | Confirm terms of reference                                 | 1                           | Terms of reference for task are reviewed by reference to record of agreement with client and clarification sought as required by consultation with client |
|                |  | 2                           | Access to sources of information on existing protective security measures is clarified by negotiation with client   |
| 2              | Identify existing or planned protective security treatment | 1                           | Stakeholders and other key personnel with information on and involvement with existing or planned protective security treatment are identified            |
|                |  | 2                           | Access to all parts of the organisation is arranged with client and is in accordance with terms of reference  |
|                |  | 3                           | All treatments contracted out are identified  |
|                |  | 4                           | All treatments including those provided by outside agencies are identified by visual inspection and audit   |
|                |  | 5                           | Existence and use of incident reporting mechanism is determined by inspection of records and procedures and discussions with employees                    |
| 3              | Test effectiveness of existing or planned treatments       | 1                           | Assets relevant to the task are determined  |
|                |  | 2                           | Inspection is made to confirm treatments (other than those planned) not already observed are in place   |
|                |  | 3                           | Operational effectiveness of treatment is assessed by planned tests in accordance with terms of reference and assessor's operating procedures             |
|                |  | 4                           | An assessment is made of likely or actual effectiveness of planned treatments by replication, simulation, modelling or conceptual analysis                |
|                |  | 5                           | Tests have minimal impact on organisation's normal operations and are in accordance with terms of reference   |

|   |  |  |  |
|---|--|--|--|
|   | 6  | Operating parameters of treatment are obtained from client, equipment manufacturer and supplier  |  |
|   | 7  | Contemporaneous notes are taken of results of tests to enable future reference including writing of a report   |  |
|   | 8  | Effectiveness of support and maintenance systems provided by outside agencies is assessed by tests in accordance with terms of reference             |  |
|   | 9  | Client is advised immediately of failure or immanent failure of existing controls which may threaten operation of the organisation in the short term |  |
| 4 | Evaluate effectiveness of existing and planned treatment | 1  | Effectiveness of protective treatment is evaluated by comparing availability and operation of treatment to threats identified for each asset   |
|   |  | 2  | Effectiveness of contingency plans is assessed by test in accordance with terms of reference   |
|   |  | 3  | Contemporaneous and other notes and observations are collated as a basis for a written report and recommendations in accordance with client's requirements and assessor's operating procedures |

#### RANGE OF VARIABLES

Client may include:  
internal or external; government or private

Assets are useful things or qualities and include:  
people; equipment; facilities; systems; information; information systems and sources; reputation; goodwill;  
intellectual property; work processes/practices; business plans; output  
Includes assets an organisation owns; leases; has custody over

Audit may be by:  
interviews; questionnaire; inspection of records and documents

Outside agencies could include:  
security firms; other agencies from same organisation; public rescue etc agencies; hospitals; defence force;  
sources of supply; maintenance organisations; utility supply companies

Tests include:  
penetration exercises; testing of alarms and other warning devices; controlled interruption to normal operations;  
simulation; computer modelling; interception; rehearsals; inspection; interviews

Operating parameters could include:  
reaction time; sound and light intensity; knowledge of procedures; adherence to procedures; availability and use  
of back-up systems; endurance; safe and timely deployment; clarity of communication systems; call out of support  
and specialist people; availability and operability of systems and equipment

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

The assessment should also include:

- \* knowledge and risk assessment techniques and processes
- \* demonstrated capacity to identify measures in place (refer Performance Criteria 5.2)
- \* demonstrated capacity to present information in written and oral format
- \* demonstrated capacity to take accurate contemporaneous notes

### **Underpinning Knowledge**

familiarity with organisation's activities, systems etc. under review including future intentions  
basic statistics and numeracy  
risk assessment techniques/processes  
broad process of security risk management  
legislation as it applies to security risk management  
litigation  
responsibilities necessary to comply with applicable OH&S regulations  
industry codes of practice

### **Underpinning Skills**

oral communication skills including negotiation, interviewing  
written communication needed for compiling reports, summarising information  
collating numerical data  
problem solving  
research and analytical  
basic word processing

### **Resources Required for Assessment**

- Assessment instruments, including personal planner and assessment record book
- Copies of relevant legislation
- Access to facility with a range of assets as listed in the range of variables
- Actual or artificial terms of reference for a security risk management review
- Incident reporting documentation
- Inventory of an organisation's assets, activities and functions



Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR06A Assess risks

This unit covers the identification and analysis of risks and determination of risk potential.

| <b>ELEMENT</b> |                          | <b>PERFORMANCE CRITERIA</b> |  |
|----------------|--------------------------|-----------------------------|--|
| 1              | Identify risks           | 1                           | Results of most recent threat and consequence analysis, and identification of vulnerabilities, are acquired  |
|                |                          | 2                           | Currency of acquired information is confirmed by consultation with client  |
|                |                          | 3                           | Threat, consequence and vulnerability for each asset is compared in accordance with terms of reference   |
|                |                          | 4                           | Clarification of information is gained by consultation with client or client's representatives as required   |
|                |                          | 5                           | Terms of reference are reviewed whenever operating environment of organisation changes   |
| 2              | Analyse risks            | 1                           | All available information is collated using agreed format  |
|                |                          | 2                           | Methodology for analysing risk is chosen that enables specific risk to an asset to be evaluated together with an assessment of consequences of risk being realised |
|                |                          | 3                           | Requirements of industry codes of practice and organisation's policies are identified and complied with during assessing risks process                             |
|                |                          | 4                           | Analysis of risk is documented in accordance with methodology  |
| 3              | Determine risk potential | 1                           | Risk potential is determined by assessment of all information gathered   |
|                |                          | 2                           | Results are reassessed and reviewed as required by client  |
|                |                          | 3                           | Additional data to substantiate results is gathered as required through consultation with relevant sources of information  |
|                |                          | 4                           | Summary of potential outcomes when risk is to be accepted is compiled in accordance with client's requirements and assessor's procedures                           |

## RANGE OF VARIABLES

Risk is the chance of something happening that will have an impact upon the organisation achieving its objectives

Assets are useful things or qualities and include:

people; equipment; facilities; systems; information; information systems and sources; reputation; goodwill; intellectual property; work processes/practices; business plans; output

Includes assets an organisation owns; leases or has custody over

Operating environment includes:

organisation's role; size; structure; employee numbers; location; stability of neighbors; associates and competitors; operating procedures and practices; equipment; morale; executive staff and key appointments; communication systems

Format may include:

matrix; table; graphs; graphics; computer modelling

Information comprises details on:

intent; capability; opportunity; likelihood of identified sources of threat; plus consequences

Methodologies include:

detailed in the Australian/New Zealand standard AS/ANZ 4360:1995 (or as amended); methods detailed in professionally recognised technical publications; references and software

Sources include:

current and past employees; organisation records; competitors; similar organisations (local and overseas); police; overseas services; like industries; industry journals; organisation newsletters; annual reports; newspaper articles; research papers; government agencies; internet; media

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

It is essential competence is demonstrated in assessing the risk potential of the organisation's assets

The assessment should also include:

- \* knowledge or risk assessment techniques and processes
- \* understanding of concept of integrated security measures
- \* knowledge of common methodologies for assessing risks (refer range of variables)

\* demonstrated capacity to present information in written and oral format

\* demonstrated capacity to obtain information from a range of sources listed in the range of variables

### **Underpinning Knowledge**

familiarity with organisation's activities, systems etc. under review including future intentions  
basic statistics and numeracy  
risk assessment techniques/processes  
broad process of security risk management  
legislation as it applies to security risk management  
concept of integrated security measures eg physical security; IT security; personnel and information security as these apply to the focus of the assessment  
industry codes of practice

### **Underpinning Skills**

oral communication skills including negotiation, interviewing  
written communication needed for compiling reports, summarising information  
collating numerical data  
problem solving  
research and analytical  
numeracy including use of equations and formulae  
basic word processing

### **Resources Required for Assessment**

- Assessment instruments, including personal planner and assessment record book
- Relevant legislation
- Access to facility with a range of assets as listed in the range of variables
- Inventory of an organisation's assets, activities and functions
- Actual or fabricated threat and consequence analysis (refer to Performance Criterion 6.1.3)



Security and Investigative Services

**STREAM**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR07A Assess security risk management options

Covers the identification and assessment of options for treatment of identified security risks

| ELEMENT |                                      | PERFORMANCE CRITERIA |  |
|---------|--------------------------------------|----------------------|--|
| 1       | Identify treatment options           | 1                    | Treatment options are consistent with categories listed in AS/NZS 4360:1995 or any subsequent update of the Standard, and other relevant standards |
|         |                                      | 2                    | Treatment options and risks are compared to confirm options cover all identified risks   |
|         |                                      | 3                    | Requirements of industry codes of practice and organisation's policies relevant to the task are identified and complied with                       |
| 2       | Compare identified risks and options | 1                    | Criteria for basis of assessment are established in accordance with terms of reference and nature of task  |
|         |                                      | 2                    | Treatment options are evaluated against established criteria consistent with terms of reference  |
|         |                                      | 3                    | Client is consulted to clarify criteria as required and whenever operating environment of the organisation changes                                 |
| 3       | Select options                       | 1                    | Most appropriate options are determined and placed in order of priority by reference to agreed criteria  |
|         |                                      | 2                    | The OH&S implications of chosen options are assessed to confirm compliance with relevant legislation   |
| 4       | Advise client                        | 1                    | A report is provided to client of recommended treatment options in accordance with terms of reference  |
|         |                                      | 2                    | Suggested options are demonstrated as required to client to enhance understanding and acceptance of recommended options using appropriate methods  |
|         |                                      | 3                    | Client is advised of consequence of not implementing highly recommended treatment options  |

## RANGE OF VARIABLES

Relevant standards include Australian Standards pertinent to the scope of the security risk assessment

AS/NZS 4360:1995 is the Australian/New Zealand standard for Risk Management produced by Standards Australia

Criteria could include:

budget; time; environmental; workforce and industrial relations; legal; organisation culture; image; customer processes; structural aspects eg buildings; organisation's strategic plan; political influences

Operating environment includes:

organisation's size; workforce; core business; functions; stakeholders; competitors; stability; industrial relations

Organisation includes:

nations; public and private entities including individuals; political parties; employer/employee groups; trade/professional associations; system; activity

Demonstration procedures may include:

use of video; 35 mm film; models; real-time demonstration; simulation

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

It is essential competence is demonstrated in developing assessment criteria in consultation with client, and evaluating treatment options to deal with identified risks

The assessment should also include:

- \* knowledge of risk assessment techniques and processes
- \* understanding of the broad process of security risk management
- \* knowledge of content of AS/NZS 4360:1995 or as amended
- \* knowledge of possible treatment options
- \* knowledge of operating environment of the organisation (refer range of variables)
- \* demonstrated capacity to present information in written and oral format

### Underpinning Knowledge

familiarity with organisation's activities, systems etc under review including future intentions

basic statistics and numeracy

broad process of security risk management

working knowledge of applicable Australian Standards

AS/NZS 4360:1995 or as amended

building services eg lifts, utility supplies, communications

basic understanding of insurance (acceptable risks, premium ranges, liabilities)

current security technologies and where to access expertise  
concept of integrated security measures eg physical security; IT security; personnel and information security as these apply to the focus of the assessment  
applicable legislation including relevant OH&S  
industry codes of practice

### **Underpinning Skills**

communication skills including negotiation, interviewing, oral briefing  
written communication needed for compiling reports, summarising information  
collating numerical data  
problem solving  
research and analytical  
basic word processing

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Relevant legislation
- AS/NZS 4360:1995 or as amended
- Actual or artificial terms of reference for a security risk management review
- Access to facility with a range of assets as listed in the range of variables
- Inventory of an organisation's assets, activities and functions



Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PR SIR08A Prepare security risk management plan

This unit covers the preparation of a security risk management plan

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Confirm acceptance of treatment recommendations | 1                    | Acceptance of recommended options is confirmed by consultation with client or client's representatives   |
|         |   | 2                    | Client's decision to vary recommended options is documented in accordance with assessor's procedures   |
|         |   | 3                    | Resources required to support implementation of possible options are identified by reference to all available information                            |
|         |   | 4                    | Resources available for chosen strategies are identified by consultation with client or client's representatives                                     |
|         |   | 5                    | Implications of options are clarified by further research as required  |
|         |   | 6                    | Client's approval to proceed is confirmed prior to development of plans  |
| 2       | Prioritise implementation strategies            | 1                    | Client's priorities including future plans are confirmed   |
|         |   | 2                    | Client's operating environment is reviewed and any changes or possible changes are noted and referred to when prioritising implementation strategies |
|         |   | 3                    | Implementation strategies are placed in order of priority by consideration of all factors  |
|         |   | 4                    | Priority of strategies is consistent with client's strategic plan and objectives   |
| 3       | Develop the security risk management plan       | 1                    | Requirements of industry codes of practice, codes of ethics and organisation's policies relevant to the task are identified and complied with        |
|         |   | 2                    | The plan is developed using project planning methodologies and techniques consistent with the terms of reference                                     |
|         |   | 3                    | Plan includes procedures for monitoring security risk management measures and periodic review of the overall plan                                    |
|         |   | 4                    | Interim or backup plan is developed in response to changed circumstances as required by client   |

- 5 Plan is presented to client in accordance with terms of reference and assessor's normal operating procedures
- 6 Acceptance of plan is confirmed by consultation with client or client's representatives

### RANGE OF VARIABLES

Available information includes:

current and past employees; organisation records; competitors; similar organisations (local and overseas); police; intelligence suppliers; overseas services; like industries; industry journals; organisation newsletters; annual reports; newspaper articles; research papers; government agencies; internet; media

Resources include:

people; equipment such as notebooks; cameras; torch; transport to and from site; funds; time; technical and specialists such as engineers; accountants; information technology experts

Factors include:

client's directions; cost; time for implementation; longevity of measures; availability of measures; overall risk and exposure; environmental (industrial relations, political, economic, social, technological); implementation and policy impacts

Outside agencies could include:

security firms; other agencies from same organisation; public rescue etc agencies; hospitals; defence force; sources of supply; maintenance organisations; utility supply companies

Operating environment includes:

organisation size; workforce; core business; functions; stakeholders; competitors; stability; industrial relations

Operating parameters could include:

reaction time; sound and light intensity; knowledge of procedures; adherence to procedures; availability and use of back-up systems; endurance; safe and timely deployment; clarity of communication systems; call out of support and specialist people; availability and operability of systems and equipment

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

It is essential competence is demonstrated in developing a security risk management plan

The assessment should also include:

- \* knowledge of risk assessment techniques and processes
- \* understanding of the broad process of security risk management
- \* knowledge of operating environment of the organisation (refer range of variables)

- \* demonstrated capacity to identify resources required to implement any security risk management option/strategy
- \* demonstrated capacity to present information in written and oral format

### **Underpinning Knowledge**

familiarity with organisation's activities, systems etc. under review including future intentions  
risk assessment techniques/processes  
broad process of security risk management  
working knowledge of applicable Australian Standards  
current security technologies and where to access expertise  
concept of integrated security measures eg physical security; IT security; personnel and information security as these apply to the focus of the assessment  
availability and capability of project management software  
broad understanding of mechanics and process for implementing agreed security risk management plans  
legislation as it applies to security risk management  
industry codes of practice

### **Underpinning Skills**

communication skills including negotiation skills, marketing, interviewing, oral briefing  
written communication needed for compiling reports, summarising information, collating numerical data  
basic word processing  
problem solving  
research and analytical  
project management

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Relevant legislation
- Actual or artificial terms of reference for a security risk management review
- Access to facility with a range of assets as listed in the range of variables
- Organisation's strategic plan



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR09A Prepare and coordinate the implementation of the security risk management plan

Includes having responsibility for the planning and implementation of the approved plan but not necessarily carrying out the required steps and actions.

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| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify key components                        | 1                    | All dependencies and interdependencies of the components are identified  |
|         |  | 2                    | Any immediate and short term or critical impacts are determined and the requirement and processes for communicating the impacts formulated   |
|         |  | 3                    | Security vulnerabilities created during the implementation phase are identified and a contingency plan developed to cater for them in accordance with terms of reference and available resources |
| 2       | Identify and document phases of implementation | 1                    | Security and client/provider confidentiality requirements are applied in accordance with terms of reference  |
|         |  | 2                    | Requirements of industry codes of practice and organisation's policies relevant to the task are identified and complied with   |
|         |  | 3                    | Appropriate project management skills and techniques for the planning and implementation of the security risk management plan are identified   |
|         |  | 4                    | All timings for completion of milestones are clearly identified  |
|         |  | 5                    | Any conflict between target and projected timings including completion of implementation are resolved by consultation with client  |
|         |  | 6                    | Implementation plan is clearly documented in accordance with terms of reference and organisation's procedures  |
| 3       | Identify key players and resources             | 1                    | Lines of communication, authority and responsibility are clearly identified through consultation with client   |
|         |  | 2                    | Cooperative arrangements are made with sections or individuals within the organisation who have been delegated by the client responsibility for implementing aspects of the approved plan        |
|         |  | 3                    | Components of the plan are assessed  |

|   |                                    |   |   |
|---|------------------------------------|---|---|
|   |                                    |   | to determine resources required for implementation  |
|   | 4                                  |   | Resource requirements are matched against those available within the client's organisation and the need for outsourcing identified    |
|   | 5                                  |   | Decision to outsource part or all of implementation is in accordance with terms of reference  |
|   | 6                                  |   | Consultation is held with client and approval gained for any proposal to extend aspects of the plan beyond the approved plan          |
| 4 | Monitor progress of implementation | 1 | Lines of communication and other processes for resolving delays and blockages in implementation are developed                         |
|   |                                    | 2 | A system is developed and implemented to ensure feedback on progress of implementation  |
|   |                                    | 3 | Implementation is in accordance with agreed project management and implementation plan  |
|   |                                    | 4 | Departures from planned implementation are assessed, corrective action taken and client advised in accordance with terms of reference |
|   |                                    | 5 | An awareness of organisation's current and intended operating environment is maintained and currency of plan is confirmed             |
| 5 | Review and confirm compliance      | 1 | Any discrepancies between approved plan and capabilities of the implemented procedures are identified by testing of the new systems   |
|   |                                    | 2 | Action is implemented to remove any discrepancies in accordance with availability of resources and terms of reference                 |
|   |                                    | 3 | Client is advised of any discrepancies which cannot be eliminated and agreement gained prior to any further action                    |
|   |                                    | 4 | Action is instigated to remedy any deficiencies in planned security cover due to non-compliance of components                         |

**RANGE OF VARIABLES**

Section may include:  
 whole or part of a department or division within a private company or government body; state or regional branch; depot; station etc

Resources may include:  
time; cost; specialist skills; space; equipment; administrative and clerical support; labour; transport; accommodation; logistic support

Systems may include:  
formal and informal meetings; written reports; oral reports; inspections; testing of new and/or old procedures; expenditure figures

Operating environment includes:  
organisation's role; size; structure; employee number; location; stability of neighbors; associates and competitors; operating procedures and practices; equipment; morale; executive staff and key appointments; communication system

Testing may be by:  
penetration exercises; testing of alarms and other warning devices; controlled interruptions to normal operations; simulations; rehearsals; inspection; interviews

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

It is essential competence is demonstrated in developing a system to provide feedback on implementation of the agreed security risk management plan

The assessment should also include:

- \* knowledge of risk assessment techniques and processes
  - \* understanding of the broad process of security risk management
  - \* knowledge of operating environment of the organisation (refer range of variables)
  - \* demonstrated ability to identify discrepancies in agreed plan
- 
- \* demonstrated capacity to apply project management techniques
  - \* demonstrated capacity to assess resources required for implementation of the agreed plan

### Underpinning Knowledge

familiarity with organisation's activities, systems etc under review including future intentions  
risk assessment techniques/processes  
broad process of security risk management  
sources of supply of security equipment, systems  
availability and capability of project management software  
applicable legislation including OH&S  
industry codes of practice

**Underpinning Skills**

communication skills including negotiation skills, interviewing  
written communication needed for compiling reports, summarising information  
collating numerical data  
problem solving  
project management  
research and analytical

**Resources Required for Assessment**

Criterion referenced assessment instruments  
Relevant legislation  
Actual or artificial terms of reference for a security risk management review  
Inventory of an organisation's assets, activities and functions

Security and Investigative Services

**STREAM**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR10A Communicate security requirements

Includes communicating actual or potential risk

Covers measuring existing security awareness within an organisation, identifying gaps and ensuring a program is implemented to eliminate deficiencies

| ELEMENT |                            | PERFORMANCE CRITERIA |   |
|---------|----------------------------|----------------------|---|
| 1       | Identify required outcomes | 1                    | Security awareness requirements are determined by an assessment of the approved security risk plan and consultation with client   |
|         |                            | 2                    | Existing levels of awareness within all levels of the organisation are measured by survey   |
|         |                            | 3                    | All information collected is collated and retained for reference during the evaluation, validation and monitoring of organisation's security awareness in accordance with terms of reference          |
|         |                            | 4                    | Immediate and ongoing requirements are identified by comparison of current and desired levels of security awareness   |
|         |                            | 5                    | Needs and requirements of all organisation members are identified through an assessment of individual responsibilities and their current awareness levels compared to those required by approved plan |
|         |                            | 6                    | A report on awareness needs is compiled and provided to client in accordance with terms of reference  |
| 2       | Select method              | 1                    | Resources available for security awareness are identified   |
|         |                            | 2                    | Need to phase awareness program is determined based on urgency and priority and in accordance with agreed security risk management plan   |
|         |                            | 3                    | Delivery programs used by other organisations are evaluated and best-practice examples identified as a basis for selecting methods  |
|         |                            | 4                    | Type and range of program(s) is selected based on assessment of all factors   |
|         |                            | 5                    | Program is available to full-time, part time and shift workers  |
|         |                            | 6                    | Resources required are within those available and cater for need, if any, to  |

|   |                            |   |   |
|---|----------------------------|---|---|
|   |                            |   | conduct repeat and parallel programs  |
|   | 7                          |   | Need to and benefit of contracting out design and delivery of awareness program is evaluated                                  |
| 3 | Implement program          | 1 | A plan for program delivery is developed consistent with client's time lines and resource constraints                         |
|   |                            | 2 | Program is delivered on time and within available resources   |
|   |                            | 3 | Organisation's induction and other existing programs are amended as required to be consistent with security awareness program |
|   |                            | 4 | An ongoing program to communicate to all employees and organisation's existing and potential risks is devised and implemented |
| 4 | Instigate a review program | 1 | Programs are evaluated to confirm achievement of intended outcome from each component by consultation with participants       |
|   |                            | 2 | Validation is conducted by survey to assess extent awareness program achieved original objectives                             |
|   |                            | 3 | Program is adjusted to overcome any deficiencies identified during validation   |

**RANGE OF VARIABLES**

Organisation includes:  
nations; public and private entities including individuals; political parties; employer/employee groups;  
trade/professional associations; system; activity

Survey includes:  
interviews; questionnaires; incident reports; inspection of records and documents

Organisation members include:  
individual employees; groups; sections or departments within an organisation; contractors; suppliers; visitors;  
management

Resources may include:  
time; cost; specialist skills; space; equipment; administrative and clerical support; labour; transport;  
accommodation; logistic support

Report may be written or verbal

Program may include:  
training and presentation; job rotation; role models; newsletters; company magazine; posters; competitions;  
distance learning

Factors may include:  
urgency; location of participants; budget; specialist abilities; terms of reference; attributes and skills of  
participants; availability of participants; best practice delivery programs

Existing programs could include:  
supervision and management; skill training; OH&S; promotion; refresher

Validation may include:  
consultation with participants and their supervisors after program completion; comparison of security awareness of program graduates against identified needs

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

The assessment should also include:

- \* knowledge of risk assessment techniques and processes
- \* knowledge of evaluation and validation methodologies
- \* understanding of the broad process of security risk management
- \* knowledge of range of delivery options (refer to range of variables)
- \* knowledge of existing programs which may need adjusting (refer range of variables)
- \* demonstrated ability to determine existing levels of security awareness
- \* demonstrated ability to devise and arrange delivery of awareness program
- \* demonstrated capacity to assess resources required for implementation of an awareness program

### Underpinning Knowledge

familiarity with organisation's activities, systems etc including work patterns of employees  
risk assessment techniques/processes  
broad process of security risk management  
industry codes of practice  
range of delivery methods including distance learning  
fundamentals of adult learning

### Underpinning Skills

communication skills including negotiation skills, interviewing  
written communication needed for compiling reports, summarising information  
collating numerical data  
problem solving  
research and analytical  
customer relations  
time management  
survey techniques

### Resources Required for Assessment

- Criterion referenced assessment instruments
- Audio-visual and other equipment required to support chosen delivery option(s)





Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR11A Monitor security risk management plan

Covers checking on a regular basis effectiveness of security risk management plan in place, but does not include periodic or event driven review.

| <b>ELEMENT</b> |  | <b>PERFORMANCE CRITERIA</b> |   |
|----------------|--|-----------------------------|---|
| 1              | Establish monitoring procedures                  | 1                           | Strategies to develop an environment which encourages cooperation from all employees to assist with the monitoring process are developed and implemented in collaboration with the client                   |
|                |  | 2                           | Monitoring procedures and systems are instigated which provide ongoing, accurate and timely information on effectiveness of security risk management measures of the organisation                           |
|                |  | 3                           | Processes to be monitored are allocated a priority in accordance with their significance to contributing to maintaining normal operations of the organisation, cost of monitoring and client's requirements |
|                |  | 4                           | Methods selected for monitoring overall system and specific measures have minimal impact on organisation's normal operations  |
| 2              | Collect and record results of monitoring process | 1                           | Details of all security incidents are collected systematically and recorded in accordance with security risk management plan  |
|                |  | 2                           | Suppliers of services to the organisation are monitored for security incidents and details recorded   |
|                |  | 3                           | Client is advised immediately of failure or immanent failure of existing measures which may threaten operation of the organisation in the short term  |
| 3              | Evaluate results                                 | 1                           | Effectiveness of procedures is assessed against criteria and other measures included in plan  |
|                |  | 2                           | The threat environment is continually monitored to identify trends and alterations  |
|                |  | 3                           | Collected information is subject to statistical analysis whenever sufficient reliable data is available   |

|   |                               |  |
|---|-------------------------------|--|
|   | 4                             | An assessment is made of need to retain existing measures based on their effectiveness in protecting assets and any actual or intended changes in the organisation's operating environment     |
|   | 5                             | Causes of deficiencies in measures are determined by regular evaluation of all available information   |
|   | 6                             | Indications of breakdown or potential breakdown of measures are confirmed or discounted by follow-up investigations including tests in accordance with plan                                    |
| 4 | Implement corrective measures | 1 Strategies and resource implications for implementing corrective action are evaluated  |
|   |                               | 2 Recommended action is implemented in accordance with client's requirements and after authority gained  |
|   |                               | 3 Monitoring processes are regularly based on an assessment of reliability and completeness of information gained and refinements made in consultation with client and in accordance with plan |

#### RANGE OF VARIABLES

Monitor may include:

checking; supervising; observing critically or recording the progress of the activity; process; action or system on a regular basis to identify change

Monitoring threat environment may include:

by incident reports; statistical analysis of incident reports; intelligence networks; contacts; current trends; noting changes to operation environment

Strategies may include:

education and awareness programs; newsletters; posters; videos; competitions; talks etc. by senior management

Suppliers could include:

cleaning; security; catering services

Measures include:

procedures; training and education; alarms; barriers; back-up systems; personnel vetting; controlled access; monitoring

Statistical analysis may include:

frequency analysis; departure from norm; average occurrence; trend analysis; run charts; histograms

Criteria may include:

response time; security awareness; serviceability of equipment including back-up systems; breaches of law; organisation's regulations etc during response; reporting of 'incident'; corruption of information eg. passwords; availability of on-call personnel

Operating environment includes:

organisation's role; size; structure; employee number; location; stability of neighbors; associates and competitors; operating procedures and practice; equipment; morale; executive staff and key appointments; communication systems; corporate competitive risk exposure

Assets include:

people; equipment; facilities; systems; information; information systems and sources; reputation; goodwill; intellectual property; work processes/practices; business plans; output  
Includes assets an organisation owns; leases or has custody of

Action may include:

repair; replacement; augmentation; duplication or redesign of existing procedures; systems and equipment; education and training; additional personnel

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

It is essential competence is demonstrated in determining causes of deficiencies in existing security risk management measures

The assessment should also include:

- \* knowledge and risk assessment techniques and processes
- \* understanding of the broad process of security risk management
- \* knowledge of strategies for developing cooperative environment ( refer Performance Criteria 1.1, range of variables)
- \* knowledge of the threat environment of the organisation (refer range of variables)
- \* knowledge of procedures for monitoring security risk management system
- \* demonstrated ability to collate record of security incidents
- \* demonstrated ability to assess effectiveness of existing security risk management plan

### Underpinning Knowledge

familiarity with organisation's activities, systems etc. including future intentions  
broad process of security risk management  
sources of supply of security equipment, systems  
broad understanding of building facilities and services that apply to risk/threats being monitored eg electrical and air-conditioning systems  
legislation as it applies to security risk management  
responsibilities necessary to comply with applicable OH&S regulations  
basic statistical analysis and presentation of statistical data  
industry codes of practice

### Underpinning Skills

communication skills including negotiation skills, interviewing, written communication needed for compiling reports, summarising information  
collating numerical data  
problem solving  
research and analytical  
time management

### Resources Required for Assessment

- Criterion referenced assessment instruments
- Relevant legislation
- Access to facility with a range of assets as listed in the range of variables

- Actual or fabricated terms of reference for a security risk management review
- Inventory of an organisation's assets, activities and functions

**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR12A Review security risk management plan

Covers an inspection or examination of an organisation's security risk management plan or individual measures on a cyclical or event driven basis.

| ELEMENT |                             | PERFORMANCE CRITERIA |  |
|---------|-----------------------------|----------------------|--|
| 1       | Establish review procedures | 1                    | Organisation's security risk management plan and individual measures contained in the plan are identified and confirmed as current as a basis for devising review  |
|         |                             | 2                    | Procedures to develop an environment which encourages cooperation from all employees to assist with the review process are developed and implemented in collaboration with the client                      |
|         |                             | 3                    | Processes to be reviewed are allocated a priority in accordance with their significance to contributing to maintaining normal operations of the organisation, cost of monitoring and client's requirements |
|         |                             | 4                    | All measures incorporated in the plan are confirmed as implemented and functioning to required level by reference to results of monitoring procedures, incident report and all other available information |
| 2       | Test existing measures      | 1                    | Measures to be tested are identified and a priority allocated based on measures' significance and (in accordance with) terms of reference  |
|         |                             | 2                    | Methods selected to test overall system and specific measures have minimal impact on organisation's normal operations and are in accordance with security risk management plan                             |
|         |                             | 3                    | Suppliers of services to the organisation are included in the review to assess their compliance with the organisation's security risk management plan  |
|         |                             | 4                    | Potential impact of testing procedures is accurately gauged and warnings provided to appropriate people prior to tests   |
|         |                             | 5                    | Testing program is within agreed timing, allocated resources and complies with OH&S regulations  |
|         |                             | 6                    | Results of tests are assessed against criteria and documented in accordance with organisation procedures and plan  |

|   |                               |   |  |
|---|-------------------------------|---|--|
|   |                               | 7 | Client is immediately advised of any obvious deficiencies in security risk management procedures which could affect operational viability of the organisation in the short term            |
| 3 | Evaluate results              | 1 | Effectiveness of procedures is assessed against criteria and other measures included in plan   |
|   |                               | 2 | Collected information is subject to statistical analysis whenever sufficient reliable data is available  |
|   |                               | 3 | An assessment is made of need to retain existing measures based on their effectiveness in protecting assets and any actual or intended changes in the organisation's operating environment |
|   |                               | 4 | Causes of deficiencies in measures are determined by an evaluation of test results and all other available information   |
|   |                               | 5 | Potential impact of any discrepancies is assessed and client immediately notified and agreed action implemented whenever the business operations of the organisation are at risk           |
| 4 | Implement corrective measures | 1 | Strategies and resource implications for implementing corrective action are evaluated  |
|   |                               | 2 | Recommended action is implemented in accordance with client's requirements and after authority gained  |
|   |                               | 3 | Need for and timing of any further review of the organisation's security risk management system is determined in consultation with client  |

**RANGE OF VARIABLES**

Procedure may include:  
education and awareness programs; newsletters; posters; videos; competitions; talks etc. by senior management

Measures include:  
procedures; training and education; alarms; barriers; back-up systems; personnel vetting; controlled access; monitoring

Tests may include:  
penetration exercises; testing of alarms and other warning devices; controlled interruption to normal operations; simulation; rehearsals; inspection; interviews

Suppliers may include:  
cleaning; security; catering services

Criteria may include:  
response time; security awareness; serviceability of equipment including back-up systems; breaches of law; organisation's regulations etc during response; reporting of 'incident'; corruption of information eg. passwords; availability of on-call personnel

Statistical analysis may include:

frequency analysis; departure from norm; average occurrence; trend analysis; run charts; histograms

Operating environment includes:

organisation's role; size; structure; employee numbers; location; stability of neighbors; associates and competitors; operating procedures and practice; equipment; morale; executive staff and key appointments; communication systems; corporate competitive risk exposure

Assets include:

people; equipment; facilities; systems; information; information systems and sources; reputation; goodwill; intellectual property; work processes/practices; business plans; output

Includes assets an organisation owns; leases or has custody

Action may include:

repair; replacement; augmentation; duplication or redesign of existing procedures; systems and equipment; education and training; additional personnel

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

It is essential competence is demonstrated in assessing effectiveness of existing security risk management measures

The assessment should also include:

- \* knowledge of risk assessment techniques and processes
- \* understanding of the broad process of security risk management
- \* knowledge of strategies for developing cooperative environment ( refer Performance Criteria 12.1, range of variables)
- \* knowledge of potential impact of testing procedures
- \* knowledge of operating environment of the organisation (refer range of variables)
  
- \* knowledge of procedures in place for monitoring security risk management system
- \* demonstrated ability to develop and implement testing program
- \* demonstrated ability to determine potential impact of any discrepancy in security risk management system

### Underpinning Knowledge

familiarity with organisation's activities, systems etc. including future intentions  
broad process of security risk management  
sources of supply of security equipment, systems  
broad understanding of building facilities and services that apply to risk/threats being reviewed eg electrical and air-conditioning systems  
legislation as it applies to security risk management  
industry codes of practice

responsibilities necessary to comply with applicable OH&S regulations  
basic statistical analysis and presentation of statistical data

### **Underpinning Skills**

communication skills including negotiation skills, interviewing  
written communication needed for compiling reports, summarising information  
collating numerical data  
problem solving  
research and analytical  
time management

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Copies of relevant legislation
- Access to facility with a range of assets as listed in the range of variables
- Actual or artificial terms of reference for a security risk management review
- Actual or artificial security risk management plan
- Incident reports
- Results of the ongoing security risk management monitoring system

Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PR SIR13A Select method of gathering information

This unit covers selecting a technique or range of techniques for gathering information and evidence by factual inquiries and/or surveillance.

| <b>ELEMENT</b> |                                | <b>PERFORMANCE CRITERIA</b> |  |
|----------------|--------------------------------|-----------------------------|--|
| 1              | Compile background information | 1                           | All possible sources of background material are identified based on client's outline of task and availability of material  |
|                |                                | 2                           | Background material is gathered through preliminary inquiries in accordance with urgency of task, need for supplementary information and client's directions   |
|                |                                | 3                           | Requirements of any industry codes of practice are identified and complied with  |
|                |                                | 4                           | Authenticity of collected information is validated by comparison with related information or through inquiries to relevant authorities, persons or organisations in accordance with company requirements |
|                |                                | 5                           | Scope of task is clearly determined based on consideration of all available information and client's directions  |
|                |                                | 6                           | Constraints imposed by client are clearly identified   |
| 2              | Compare alternative methods    | 1                           | All possible information gathering methods and techniques are considered for use   |
|                |                                | 2                           | Information is gathered on methods previously/currently used by own or like organisations for similar tasks as a basis for selecting appropriate methods   |
|                |                                | 3                           | Methods used comply with client's requirements or company operating procedures   |
|                |                                | 4                           | Possible methods are limited to those within the capability of company operatives and readily available equipment and/or personnel   |
| 3              | Choose appropriate method      | 1                           | Method(s) is chosen using a systematic decision making process base on assessment of all available information and in accordance with terms of reference   |

## **RANGE OF VARIABLES**

Client may include:

insurance companies; government agencies; solicitors; loss assessors; corporations; general public

Background sources of information may include:

verbal details and documents supplied by client; readily accessible information provided by friends; relatives; business colleagues; research of public records

Client constraints could include:

total cost; time; geographic area of activities; method of operation; use of equipment including electronic surveillance; contact with sources of information; liaison with authorities

Methods include:

researching public records; surveillance; electronic; undercover operations; questioning; interview; use of informants; advertising; testing of rumour; pretext inquiries; photograph and filmed evidence

Available information includes:

client directions; background information; information gathering techniques; operatives' expertise; equipment capabilities; equipment availability and serviceability

## **EVIDENCE GUIDE**

### **Assessment Statement**

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

It is essential competence is demonstrated in use of open source information

The assessment should also include:

\* knowledge of information gathered methods/techniques (refer to range of variables)

\* demonstrated capacity to obtain information from a range of sources listed in the range of variables

### **Underpinning Knowledge**

Federal and relevant State and civil laws and acts which are applicable to the investigation process

sources of information

full range of information gathering methods

OH&S legislation and responsibilities

industry codes of practice and codes of ethics

### **Underpinning Skills**

use of equipment

decision making  
researching information  
analytical  
judgement  
verbal and written communication  
interpersonal skills including consultation  
customer relations

**Resources Required for Assessment**

- Criterion referenced assessment instruments
- Terms of reference, whether actual or artificial
- A range of sources of information for obtaining background information (refer range of variables)



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR14A Gather information by surveillance

Covers gathering information by observing persons, items or assets for the specific purpose of determining the activity associated with them.

| ELEMENT |                                  | PERFORMANCE CRITERIA |   |
|---------|----------------------------------|----------------------|---|
| 1       | Receive instructions from client | 1                    | Instructions are interpreted, understood and clarified with client as required  |
|         |                                  | 2                    | Requirements of any industry codes of practice are identified and complied with   |
|         |                                  | 3                    | All available relevant information held by client is collected for examination  |
|         |                                  | 4                    | An assessment is made of requirement and process for notifying authorities in the event of request from potential client for illegal actions  |
| 2       | Confirm acceptance of assignment | 1                    | Costings are estimated based on all known details   |
|         |                                  | 2                    | All resource requirements are estimated in accordance with client instructions  |
|         |                                  | 3                    | Client is advised of acceptance or non-acceptance of assignment in accordance with company procedures   |
|         |                                  | 4                    | Contract is completed in accordance with client's instructions and company requirements   |
|         |                                  | 5                    | Need, size and payment arrangements for a retainer are agreed with client   |
| 3       | Conduct reconnaissance           | 1                    | Details of factors that may impact on task are noted through, where practicable, an inspection of likely surveillance sites and neighbourhood |
|         |                                  | 2                    | Location and identity of subject(s) are positively confirmed  |
|         |                                  | 3                    | Background inquiries are completed based on information provided by client and own sources of information                                     |
| 4       | Plan surveillance                | 1                    | Type of surveillance is planned to maximise observation of site/subject, to minimise suspicion and comply with OH&S legislation               |
|         |                                  | 2                    | Manpower requirements including specialist skills are determined based on likely surveillance procedures                                      |
|         |                                  | 3                    | Key activities and their sequence are determined in accordance with planned   |

|   |                        |   |  |
|---|------------------------|---|--|
|   |                        |   | course of action   |
|   | 4                      |   | Guise and pretext are determined based on all known factors  |
|   | 5                      |   | Resources and facilities required are assessed and availability confirmed in accordance with client's instructions   |
| 5 | Initiate surveillance  | 1 | All required equipment including spares and consumables is obtained and tested for serviceability  |
|   |                        | 2 | Equipment and/or personnel are positioned based on reconnaissance, inquiries and information provided by client  |
|   |                        | 3 | Appropriate authorities are contacted as required  |
| 6 | Conduct surveillance   | 1 | Surveillance is conducted in accordance with client's instructions following previously determined plan  |
|   |                        | 2 | Mobile surveillance is conducted in accordance with rules of the road  |
|   |                        | 3 | Camera and video equipment are positioned, stabilised and operated in accordance with manufacturers' specifications and company procedures   |
|   |                        | 4 | Raw film and video is previewed where possible to confirm material taken is useable and of an acceptable quality considering conditions and limitations of operating environment                                 |
|   |                        | 5 | Surveillance is curtailed to prevent compromise  |
|   |                        | 6 | Unplanned contact which could compromise surveillance is handled by use of previously planned pretext and in accordance with legal requirements  |
|   |                        | 7 | Client is advised of investigation progress as agreed and consulted prior to any changes in procedures which are outside the boundaries contained in client's instructions and contract                          |
| 7 | Complete documentation | 1 | Relevant notes and record of time expended on assignment are recorded in accordance with client's requirements and company procedures as a basis for presenting evidence in court and compiling required reports |
|   |                        | 2 | Full record of surveillance investigation is maintained in appropriate format in accordance with client and company requirements and continuity of evidence  |
|   |                        | 3 | Reports are compiled as required by client and company procedures  |
|   |                        | 4 | Retained material is securely stored   |

and complies with legal requirements  
and continuity of evidence

## RANGE OF VARIABLES

Client may include:

insurance companies; government agencies; solicitors; loss assessors; corporations; general public

Subject(s) include:

persons; assets

Positively confirmed includes:

tracing current whereabouts (skiptracing) of subject(s)

Surveillance includes:

mobile; static; covert and overt

Surveillance may be for:

insurance; domestic; industrial cases

Sources for identification include:

pretext; telephones; electoral rolls; public records; client records; visual observation; description provided; photographs

Spares and consumables may include:

water; food; film; batteries; licences; communications; personal hygiene aids; credit cards; cash including small change; clothing; light bulbs; vehicle fuel; public transport tickets

Technical specialists could include:

photographers; accountants; solicitors; lawyers; forensic experts; engineers; specialist investigators; information technology experts

Specialist equipment could include:

audio/video; electronic counter surveillance equipment, infra-red, night vision goggles

Resource requirements may include:

motor vehicle; videos; cameras; telephones; recorders

Records may include:

photographs; film/video; diary; notes; sketches

Appropriate authorities may include:

police; the client; public bodies such as schools

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PR SIR19A, Select, equip and operate a surveillance vehicle

### **Guidance for Assessment**

Competence is to be demonstrated in use of 35 mm camera and video equipment, surveillance from mobile and static vehicle and foot surveillance

The assessment should include:

- \* knowledge of continuity of evidence
- \* knowledge of sources of information
- \* knowledge of sources for identifying subject
- \* knowledge of information gathering techniques
- \* knowledge of the theory and application of ethics and codes of practice as included in relevant industry documents
- \* demonstrated capacity to plan a surveillance activity
- \* demonstrated capacity to take accurate and complete contemporaneous notes
  
- \* demonstrated capacity to estimate resource requirements and have available required spares and consumables (refer to items listed in the range of variables)
- \* demonstrated capacity to compile a written report
- \* demonstrated capacity to function as part of a team in a multiple operative (static and mobile) surveillance

### **Underpinning Knowledge**

use, capability and limitations of equipment  
role of licensing authority and licensing legislation in the relevant jurisdiction  
use and interpretation of maps and street directories  
continuity of evidence  
common configuration of buildings  
public transport payment procedures in area of operating  
Federal and relevant state laws and civil laws and acts which are applicable to the investigation process  
industry codes of practice and codes of ethics  
strategies to gain and maintain personal endurance necessary for prolonged surveillance shift  
responsibilities necessary to comply with applicable OH&S regulations

### **Underpinning Skills**

oral communication skills required for interviewing  
planning skills  
basic photographic skills including use of video  
defensive driving as applies to following from in-front or behind other vehicles and anticipating driver's movements  
observation skills  
use of communication equipment such as two-way radios, telephones  
report writing

### **Resources Required for Assessment**

Criterion referenced assessment instruments  
A range of sites to be used for surveillance from moving and static vehicle and on foot  
Spares and consumables (refer range of variables)  
35 mm cameras and video equipment  
Surveillance vehicle

**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR15A Gather information by factual investigation

Covers gathering information orally, or in written or electronic form for carriage of investigation tasks.

Includes both physical and conceptual property.

| ELEMENT |                                 | PERFORMANCE CRITERIA |   |
|---------|---------------------------------|----------------------|---|
| 1       | Review instructions from client | 1                    | Instructions are interpreted and clarified with client and details confirmed with in accordance with company procedures   |
|         |                                 | 2                    | Preliminary inquiries are completed as a basis for cost estimates and to determine scope  |
|         |                                 | 3                    | An assessment is made of requirement and process for notifying authorities in the event of request from potential client for illegal actions                          |
| 2       | Complete preparatory tasks      | 1                    | All resource requirements are estimated based on client instructions and assessment of background information   |
|         |                                 | 2                    | Requirements of any industry codes of practice are identified and complied with   |
|         |                                 | 3                    | Confidentiality of information and handling and transmission requirements are confirmed with client   |
| 3       | Plan for gathering information  | 1                    | All key people, documents and public records are identified based on an assessment of all available information   |
|         |                                 | 2                    | A plan detailing key activities and their sequence is developed taking into consideration all known factors, client's directions and legal requirements               |
|         |                                 | 3                    | All sources of information are assessed for use and appropriate sources chosen according to type of task, client's instructions and legal requirements                |
|         |                                 | 4                    | Interviews and access to information sources and the site are arranged in accordance with company procedures  |
|         |                                 | 5                    | Authorisation for acquiring information is arranged as necessary  |
|         |                                 | 6                    | Procedure for storage and labelling of data is confirmed based on future use of the data, continuity of evidence and in accordance with client and company procedures |

|   |                                |   |   |
|---|--------------------------------|---|---|
| 4 | Identify and acquire equipment | 1 | Resource and equipment requirements are assessed and obtained according to task requirements  |
|   |                                | 2 | Requirements for specialist equipment and technical specialists are determined  |
|   |                                | 3 | Need for outsourcing is determined  |
| 5 | Gather information             | 1 | Meetings with key persons are conducted as agreed with them, and when appropriate, client   |
|   |                                | 2 | Interviews are conducted and notes taken in accordance with company procedures  |
|   |                                | 3 | Formal statements are prepared and adopted by interviewee as required and in accordance with company procedures   |
|   |                                | 4 | Recording equipment is used in accordance with legal requirements   |
|   |                                | 5 | Records and/or the incident site are examined and information pertinent to the task noted and legibly recorded in accordance with company procedures  |
|   |                                | 6 | Arrangements are made to ensure exhibits retained are sealed, labelled, logged and stored to retain original condition and maintain continuity of exhibits  |
|   |                                | 7 | All available information is sourced and assessed for relevance and retained as needed  |
|   |                                | 8 | Contemporaneous notes and a record of time expended are maintained in accordance with legal requirements and company procedures as a basis for reports and evidence in court as required          |
|   |                                | 9 | Progress of task is monitored and requirement to change action plan assessed based on all available information   |
| 6 | Maintain contact with client   | 1 | Client is advised of investigation progress as agreed and consulted prior to any changes in procedures which are outside the boundaries contained in client's instructions and terms of reference |
|   |                                | 2 | Task is continued in accordance with revised instructions from client   |
| 7 | Report results                 | 1 | All data and documents are collated   |
|   |                                | 2 | Client is advised of results according to terms of reference  |
|   |                                | 3 | An assessment is made of requirement  |

and process for notifying authorities of pertinent findings to comply with legal obligations

4 All case records retained are stored in accordance with legal requirements

## RANGE OF VARIABLES

Preparatory tasks include:

estimating resource and equipment requirements; payment procedures; reporting arrangements; confidentiality

Factual investigation includes:

arson; medical fraud; product liability; fraud; air accidents; motor vehicle (personal injury and vehicle damage); insurance; burglary; theft; marine accidents; intellectual property; environmental; professional indemnity; family law; workers compensation; industrial accidents; patent infringements; counterfeiting of commercial products  
Includes location of missing persons and assets, probity studies and possible statutory breaches

Preliminary inquiries could include:

capability; resource requirements; availability of specialists and special equipment

Contract may be:

terms of reference and could include cost schedule; reporting details; modes of inquiry acceptable to client; time limit for inquiry

Resource requirements and equipment may include:

35mm and video cameras; compass; tape measures; scales; writing instruments; voice recorder; transcript recorder; scanners (audio, document, computer); lap top computer; typewriter; vehicle; attire; means of communications including mobile phones; airline travel; intra or interstate travel; hire of specialist equipment/personnel; scanners

Available facts may include:

accident reports; personal records; personnel records; medical reports; machinery reports; employer accident records; claims; travel documents; policies

Site includes:

scene of accident; incident; loss or crime

Sources of information may include:

telephone directories; reverse order directories; Internet and other electronic sources; photographs; Australian Securities Commission; freedom of information; legal searches; Credit Reference Association of Australia; Valuer Generals Dept.; professional bodies; contacts; informants; newspaper; insurance agents; churches; pre-schools; sport and recreation clubs; Insurance Reference Service and other relevant authorities

Technical specialists could include:

photographers; accountants; solicitors; lawyers; forensic experts; engineers; specialist investigators; information technology experts

Specialist equipment could include:

audio/video; electronic counter surveillance equipment; infra-red; night vision goggles

Reports may be oral; written or electronic

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit  
Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PRSIR17A, Conduct interview and take statements

### **Guidance for Assessment**

Competence is to be demonstrated in assessing at least 6 sources of information including, electoral rolls, electronic white pages, interstate telephone directories, and a professional association such as chartered accountants

The assessment should include:

- \* knowledge of continuity of evidence
- \* knowledge of sources of information
- \* knowledge of information gathering techniques
- \* knowledge of procedures for storage of gathered information
  
- \* knowledge of theory and application of ethics and codes of practice as included in relevant industry documents
- \* demonstrated capacity to plan an activity for gathering information
- \* demonstrated capacity to conduct an interview in an office and away-from-office situation
- \* knowledge of sources for identifying subject
- \* demonstrated capacity to take accurate and complete contemporaneous notes
- \* demonstrated capacity to estimate resource requirements and have available and use correctly equipment required to support information gathering activity (refer to items listed in the range of variables)
- \* demonstrated capacity to compile a written report

### **Underpinning Knowledge**

continuity of evidence  
how to access sources of information listed in the range of variables  
Federal and relevant state and civil laws and acts which are applicable to the investigation process  
industry codes of practice and codes of ethics  
use of equipment listed in the ROV as they apply to an area of inquiry

### **Underpinning Skills**

interpersonal skills including client relations, empathy with client and witnesses  
basic project planning  
problem solving and research techniques  
interviewing techniques  
time management  
oral communication skills required for interviewing  
report writing and accurate recording of events and conversation/interviews  
basic word processing

### **Resources Required for Assessment**

Criterion referenced assessment instruments  
Sources of information as listed in range of variables including electoral rolls, electronic white pages, interstate telephone directories, and a professional association such as chartered accountants  
A range of equipment (refer range of variables)  
A range of sites for gathering information  
Access to specialist equipment listed in range of variables

Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PR SIR16A Select, obtain and store specialist information gathering equipment

This unit covers specialist equipment that may be needed in a range of routine information gathering tasks other than motor vehicles.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Identify range of activities requiring gathering of information | 1                    | Range of likely investigation and information gathering activities is identified from business plan and job history   |
|         |   | 2                    | Changes to normal range of operations are identified in consideration of likely clients and company marketing strategy  |
|         |   | 3                    | Procedures to be used for gathering information are estimated from anticipated range of activities and in accordance with company procedures and methods of operation |
| 2       | Determine equipment required                                    | 1                    | Equipment performance is specified against anticipated information gathering procedures   |
|         |   | 2                    | Equipment needs including alternatives are determined to satisfy required performance specifications  |
|         |   | 3                    | Data on information gathering equipment and market availability is compiled from industry and manufacturer sources  |
| 3       | Obtain equipment  | 1                    | Accurate purchase, hire and maintenance costs are obtained from sources of supply prior to and as a basis for procurement   |
|         |   | 2                    | Mixture of owned, hired and leased equipment is procured and maintained to suit budget and usage patterns   |
|         |   | 3                    | Relationships with suppliers are maintained on suitable trading terms and to facilitate supply of essential equipment at short notice                                 |
|         |   | 4                    | Consumables are identified and stocks levels maintained at minimum requirements   |
| 4       | Maintain and store equipment                                    | 1                    | Equipment is stored in a safe and secure area in accordance with OH&S requirements  |
|         |   | 2                    | Record of equipment held and usage is   |

maintained in accordance with company requirements

- 3 Information on availability of equipment is maintained by regular review of publications distributed by Industry and suppliers

### RANGE OF VARIABLES

Equipment may include:

consumables and spares; 35 mm and video cameras; binoculars; telephoto lens; tripod; guise; torch; mirrors; measuring tape; voice recorders; mobile phone; other means of communications; diary; note pads and pens; telephone directories; maps; street directories; night vision equipment

Consumables include:

spare film; light bulbs; batteries; notepads; pencils; guise; street maps

Record of usage may include:

written; card; electronic

Suppliers include:

manufacturers; distributors; retail outlets

Publications may include:

industry newsletters; advertising brochures; periodical industry or professional association magazines; new release promotions; material distributed at industry seminars and conferences

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance

Self-assessment on the same terms as those described above

Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

It is essential competence is demonstrated in determining range and quantity of spares required in support of equipment holdings

The assessment should also include:

- \* knowledge of procedures for gathering information by factual investigation or surveillance
- \* knowledge of common equipment used to gathered information
- \* knowledge of sources of supply of equipment (refer to range of variables)
- \* demonstrated capacity to store equipment and consumables
- \* demonstrated capacity to maintain records of equipment held and usage

#### Underpinning Knowledge

Federal and relevant state and civil laws and acts which are applicable to the investigation process  
range and how to operate equipment used in the industry  
financing arrangements including equipment leasing procedures  
interpersonal skills including customer relations  
sources of supply and equipment listed in ROV  
sources of information such as common industry and equipment supplier publications  
storage procedures  
OH&S requirements  
legal implications relating to use of ancillary equipment for listening, tracking, observation, communication, record keeping associated with note taking

**Underpinning Skills**

maintenance of inventory of equipment and consumables/spares  
negotiation skills as they apply to purchasing stores and equipment  
basic numeracy to maintain stock records and purchase equipment  
basic technical literacy  
interpersonal

**Resources Required for Assessment**

Criterion referenced assessment instruments  
Business plan  
Equipment specifications  
Storage facility  
A range of equipment (refer to range of variables)



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR17A Conduct interview and take statement

Covers acquiring information by interview and taking statements to aid or initiate an investigation.

| ELEMENT |                       | PERFORMANCE CRITERIA |   |
|---------|-----------------------|----------------------|---|
| 1       | Prepare for interview | 1                    | All readily available information relevant to interview is reviewed to provide background material  |
|         |                       | 2                    | Requirements of any industry codes of practice are identified and complied with   |
|         |                       | 3                    | English and language fluency of interviewee is determined which is reflected in all preparation for and conduct of interview including availability of registered interpreter                 |
|         |                       | 4                    | Age and physical status of interviewee is determined to confirm his/her readiness to be interviewed to ensure interview is conducted in accordance with all legal requirements                |
|         |                       | 5                    | Provisions are made for a solicitor/friend/family member to be present in accordance with legal requirements  |
|         |                       | 6                    | Key questions are prepared and documented based on known details of case and information desired from interviewee   |
|         |                       | 7                    | Arrangements are made for a witness to be present at interview as required by company procedures and to ensure information obtained which may be used in legal proceedings is not compromised |
|         |                       | 8                    | Initial approach to interviewee is made with a view to maximising his/her cooperation   |
|         |                       | 9                    | Use of second interviewer is arranged as required and the role he/she will adopt during the interview determined after full assessment of benefits to be gained                               |
| 2       | Select location       | 1                    | Venue is chosen which minimises interference and distractions and is easily accessible, non-threatening and provides sufficient comfort not to interfere with the process                     |
|         |                       | 2                    | Seating configuration is arranged which is conducive to obtaining maximum cooperation from the interviewee  |

|   |                     |   |  |
|---|---------------------|---|--|
| 3 | Conduct interview   | 1 | Participants are correctly identified at the commencement of the interview   |
|   |                     | 2 | Notes are taken in an unobtrusive manner which does not detract from flow of interview   |
|   |                     | 3 | Body language including direct eye contact used by interviewer assists with interview  |
|   |                     | 4 | Interviewer controls and conducts interview in a friendly yet business like manner at a pace appropriate to the circumstances  |
|   |                     | 5 | A break in interview is taken as required to retain cooperation of interviewee   |
|   |                     | 6 | A range of questioning techniques is used to maximise response from interviewee  |
|   |                     | 7 | Responses to questions are accepted by the interviewer and listened to prior to continuing with the line of questioning  |
|   |                     | 8 | Plain English is used as much as possible and all terms explained whenever there is a possibility of confusion or misinterpretation  |
|   |                     | 9 | Interviewer responds to questions without hesitation   |
| 4 | Summarise interview | 1 | Information is verbally summarised in a logical sequence and points of disagreement or misunderstanding clarified  |
|   |                     | 2 | Agreement to key points, interpretations and facts is sought from interviewee progressively through the summary  |
| 5 | Take statement      | 1 | Statement is taken in first person and reflects the knowledge of the interviewee of the subject matter of interview  |
|   |                     | 2 | Procedure for taking and format of the statement is appropriate to the interview, is in accordance with company procedures and reflects the importance and possible use of the information |
|   |                     | 3 | Statement includes written affirmation from interviewee as to his/her understanding of its contents and the conditions under which it was made   |
|   |                     | 4 | Statement is signed and dated by interviewee and witnessed by interviewer or sworn in front of a duly authorised person  |
|   |                     | 5 | All alterations are initialled and each page of statement signed and dated   |

|   |  |   |  |
|---|--|---|--|
| 6 | Terminate interview and complete documentation | 1 | Interview is terminated in a sincere, courteous and friendly manner  |
|   |  | 2 | Notes made during interview are retained and secured for possible use in later legal proceedings and in accordance with continuity of evidence |
|   |  | 3 | All required documentation is completed in accordance with company requirements and nature of task   |
|   |  | 4 | Copy of statement is provided to interviewee in accordance with company procedures   |

### RANGE OF VARIABLES

Statements include:  
statutory declarations; records of interview; affidavits

Interview may be with:  
witness; victim; anyone possessing information required by interviewer

Background material may include:  
records of previous interviews; file notes; reports; discussion with client; results of preliminary inquiries

Seating configuration includes:  
consideration of position in room; use of table; style; comfort and height of chairs; lighting; comfort factors such as water, coffee, cigarettes

Questioning types may include:  
closed; open; rhetorical; direct; indirect

Duly authorised person includes:  
Justice of the Peace; magistrate; solicitor

Procedure for taking statement includes:  
detailing in writing all statements made by interviewee, clearly reporting; summarising in writing the relevant points and statements made by the interviewee

Statement format may include:  
handwritten; typed; question and answer format and record of interview (written, typed, audio, video)

Industry Codes of Practice may include Commonwealth Industrial Relations Act and relevant sections regarding interview of staff/employees

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

Continuous assessment in the workplace, taking into account the range of variables affecting performance  
Self-assessment on the same terms as those described above  
Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PR SIR15A, Gather information by factual investigation

### **Guidance for Assessment**

It is essential competence is demonstrated in interviewing a supportive and hostile interviewee

The assessment should also include:

- \* knowledge of who can duly authorise statements
- \* knowledge of continuity of evidence
- \* knowledge of the theory and application of ethics and codes of practice as included in relevant industry documents
- \* demonstrated capacity to interview using a range of question types (refer range of variables) and accurately verbally summarise
- \* demonstrated capacity to take statements
- \* demonstrated capacity to use a word processor to produce a basic report/statement (with no time constraints)

### **Underpinning Knowledge**

Federal and relevant state and civil laws and acts which are applicable to the investigation process  
Industry codes of practice and codes of ethics  
questioning technique  
body language  
persons authorised to swear statements  
continuity of evidence

### **Underpinning Skills**

oral communication  
listening  
note taking  
interpersonal including dealing with hostile interviewees  
basic word processing

### **Resources Required for Assessment**

Criterion referenced assessment instructions  
Venue for interview with no set seating configuration  
Tape/video recorder

Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PR SIR18A Repair and maintain equipment

Includes maintaining copies of current maps and directories, but does not include vehicle use for surveillance.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Identify need to replace, repair and service equipment | 1                    | An inventory is maintained listing all specialist and non-specialist equipment used in investigation in accordance with in accordance with company procedure          |
|         |  | 2                    | Regular inspections are carried out of all equipment and serviceability determined against normal operating criteria and suppliers specifications                     |
|         |  | 3                    | Service requirements are identified through inspection of Equipment User Reports where available  |
|         |  | 4                    | Where unserviceability is a safety factor, immediate reporting and rectification action is implemented in accordance with company procedures and OH&S requirements    |
|         |  | 5                    | Specialist advice is sought on complex technical matters as required  |
| 2       | Prepare a plan for service and repair of equipment     | 1                    | Equipment servicing schedules and plans are developed that minimise unavailability of equipment and are within budgeted funds   |
|         |  | 2                    | Repair and service plans and schedules are advised to management and field operatives to minimise disruption to normal work activities                                |
|         |  | 3                    | Parts and labour requirements to meet planned and contingency services and repairs are assessed   |
| 3       | Carry out service and repair of equipment              | 1                    | Routine services and repairs are completed in accordance with schedule and in a safe working environment in accordance with manufacturers' and company specifications |
|         |  | 2                    | Maps and directories are replaced as required based on usage rates, currency and condition  |
|         |  | 3                    | Work area is maintained in a clean and orderly manner during the course of the service or repair  |
|         |  | 4                    | Serviced and repaired equipment is returned to operational use in a safe  |

|   |                                  |   |   |
|---|----------------------------------|---|---|
|   |                                  |   | and productive condition  |
|   | 5                                |   | Unserviceable equipment and parts are clearly tagged and disposed of safely in accordance with company policy and OH&S requirements |
|   | 6                                |   | Service and repairs undertaken outside the company are by an authorised agency when available and in accordance with company policy |
| 4 | Complete necessary documentation | 1 | Service or repair records are completed and filed in accordance with company requirements   |
|   |                                  | 2 | Orders, invoices and supply requisitions are prepared in accordance with company policy   |

### RANGE OF VARIABLES

Equipment includes:

35 mm and video cameras; recorders; scanners; binoculars; telephoto lens; tripod; guise; torch; mirrors; measuring tape; voice recorders; mobile phone; other means of communications; lap-top computers; telephone directories; maps; street directories; night vision equipment

Inspections may include:

visual; trial use; reference to defect and serviceability reports

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

It is essential competence is demonstrated in taking correct action with unserviceable equipment (refer Elements 1, 3)

The assessment should also include:

- \* knowledge of sources of maps and directories
- \* knowledge of OH&S responsibilities including those associated with disposal of materials
- \* demonstrated capacity to develop a service schedule for equipment used (refer to range of variables)
- \* demonstrated capacity to complete routine service/repair of a range of equipment and maintain written records

#### Underpinning Knowledge

stock of equipment held and used  
usage rates of equipment  
list of suppliers/repairers of consumable and other equipment  
interpretation of equipment operation specifications  
OH&S regulations  
safe storage procedures

**Underpinning Skills**

planning skills  
equipment operation  
time management  
maintenance of inventory of equipment and consumables/spares  
basic numeracy to maintain equipment records  
communication including basic report writing, interpersonal

**Resources Required for Assessment**

- Criterion referenced assessment instruments
- Suppliers' equipment specifications
- Equipment users report
- Work area and tools for repair and service of equipment



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR19A Select, equip and operate a surveillance vehicle

Includes selecting a vehicle for a range of surveillance tasks or a specific task, and operating a surveillance vehicle.

| ELEMENT |                              | PERFORMANCE CRITERIA |  |
|---------|------------------------------|----------------------|--|
| 1       | Select surveillance vehicle  | 1                    | Surveillance activities for which vehicle will be required are identified based on previous company operations and anticipated tasks   |
|         |                              | 2                    | Suitability of vehicle for surveillance activity is confirmed by reference to likely operating environment   |
|         |                              | 3                    | Vehicle selection is based on assessment of all factors  |
|         |                              | 4                    | Vehicle is roadworthy and carries fuels and other consumables for anticipated task with allowances made for contingencies  |
| 2       | Set-up vehicle               | 1                    | Configuration of vehicle provides for full range of anticipated surveillance activities and minimises compromise of activities   |
|         |                              | 2                    | Internal layout allows for full use of surveillance equipment, Access to driver's position and provides acceptable comfort to operator   |
|         |                              | 3                    | Internal surveillance equipment is secured safely and without compromising activities  |
|         |                              | 4                    | Stores are available for placement or use to act as subterfuge in accordance with company operating procedures   |
| 3       | Operate surveillance vehicle | 1                    | Vehicle is driven at all times by a suitably licensed driver and according to local traffic laws and regulations   |
|         |                              | 2                    | Use and control of vehicle is always in accordance with company procedures   |
|         |                              | 3                    | Vehicle is positioned to enable surveillance of person/asset and to minimise compromise in accordance with local traffic conditions and regulations  |
|         |                              | 4                    | Surveillance from stationary vehicle allows gathering of information and minimising compromise of activities, and is in accordance with logistics of the neighbourhood, company procedures and client's directions |

|   |                  |  |
|---|------------------|--|
|   | 5                | Stationary vehicle is operated to minimise compromise through non-essential running of motor equipment and accessories                                   |
| 4 | Maintain vehicle | 1 Condition of vehicle is checked regularly in accordance with company procedures  |
|   | 2                | Vehicle is regularly serviced to maintain roadworthiness in accordance with manufacturer's specifications  |
|   | 3                | Faults and malfunctions are identified, reported and action initiated to rectify in accordance with company procedures and manufacturer's specifications |

### RANGE OF VARIABLES

Operating environment could be related to immediate task or anticipated tasks over longer term

Vehicle selection factors include:

cost; operating environment; range of likely uses; personal requirements and preferences of operators

Vehicle configuration includes:

paint colour; paint style; number plates; curtains; wheel covers; radio antennas; roof racks; window tinting; sporting and tradesmen accessories

Internal vehicle surveillance equipment may include:

consumables and spares; 35 mm and video cameras; binoculars; telephoto lens; guise; torch; mirrors; measuring tape; voice recorders; mobile phone; other means of communication; diary; note pads and pens; telephone directories; maps; street directories; night vision equipment

Surveillance equipment may include:

communications; personal hygiene aids; videos; cameras; telephones; recorders; note taking

Stores could include:

open tool box; repair equipment; books and magazines; salespersons samples; sporting gear; other clothing

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

This unit may be assessed in combination with Unit PR SIR14, Gather information by surveillance

### **Guidance for Assessment**

Competence is to be demonstrated in positioning vehicle

The assessment should also include:

- \* knowledge of range of likely surveillance activities and operating environments
- \* demonstrated capacity to complete regular safety check of vehicle
- \* demonstrated capacity to drive vehicle
- \* demonstrated capacity to configure vehicle and secure required equipment and stores

### **Underpinning Knowledge**

range of surveillance activities likely to involve use of a vehicle

industry codes of practice and company policy which are applicable to the investigation process

use and interpretation of maps and street directories

range and configuration of surveillance equipment used from vehicle

laws of trespass

human body's reaction to exposure to prolonged heat, cold and confined spaces (vehicle) and strategies to

increase endurance

### **Underpinning Skills**

basic planning skills

advanced driving as applies to following from in-front or behind another vehicle and anticipating its movement

observation

basic vehicle maintenance

## **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Surveillance vehicle
- Required equipment and stores (refer to range of variables)
- Range of neighbourhoods for demonstrating positioning of surveillance vehicle



Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR20A Compile written report

Includes compiling of reports following gathering information by surveillance or factual investigation.

| <b>ELEMENT</b> |                                       | <b>PERFORMANCE CRITERIA</b> |  |
|----------------|---------------------------------------|-----------------------------|--|
| 1              | Assemble information                  | 1                           | Information is collated in a logical manner and with regard to continuity of evidence and client's requirements for confidentiality  |
|                |                                       | 2                           | All gathered information is assessed for relevance and inclusion in written report   |
|                |                                       | 3                           | Information is consistent with client's terms of reference and reporting requirements  |
| 2              | Determine report format               | 1                           | Existence of and requirement to use client's standard reporting format including report stencil is confirmed   |
|                |                                       | 2                           | Format of report is in accordance with client's instructions and company procedures  |
|                |                                       | 3                           | Report format is edited as required  |
| 3              | Compile report                        | 1                           | Draft copy of report is prepared and reviewed in accordance with company procedures  |
|                |                                       | 2                           | Attachments prepared for inclusion in reports are consistent with body of the report and amplify and/or qualify a reference made in the report                                   |
|                |                                       | 3                           | Content of report complies with client instructions  |
|                |                                       | 4                           | Final report is free of inconsistencies, and uses a standard of English expression and layout which is acceptable to client and in accordance with company policy and procedures |
|                |                                       | 5                           | Printing and collation of the edited report are in accordance with the client's instructions and organisation's publishing standards   |
| 4              | Forward report and respond to queries | 1                           | Report including all attachments is forwarded safely and securely to client in accordance with requirements and with regard to the continuity of evidence                        |
|                |                                       | 2                           | Queries concerning the report are responded to promptly, courteously and   |

- accurately and with consideration of both the client's concerns and the organisation's interest
- 3 Copy of report is filed for possible future reference in accordance with organisation's requirements and legal requirements
  - 4 Retained material is securely stored and complies with legal requirements
  - 5 An assessment is made of requirement and process for notifying authorities of pertinent findings to comply with legal obligations

### RANGE OF VARIABLES

Report format may include:

style; sequence of coverage; length; use of appendices; enclosures; use of abbreviations; common industry terminology

Client may be:

insurance companies; government agencies; solicitors; loss assessors and/or adjusters; corporations; general public

Reports include:

short form; dot point; broad; photographic

Information includes:

results of inquiries; statements of evidence; photographic; results of searches; sketch plans; physical evidence

Attachments may include:

documents; photographs; videos; physical evidence; sketch plans

Processing includes:

retention; filing of reports; shredding

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Competence is to be demonstrated in writing a report

The assessment should also include:

- \* knowledge of continuity of evidence
- \* knowledge of requirements and procedures for safe and secure storage of information (refer range of variables)
- \* demonstrated capacity to prepare relevant attachments as part of a report

### **Underpinning Knowledge**

need for continuity of evidence  
judicial requirements for handling evidential exhibits  
industry codes of practice  
rules of evidence as relevant to matter investigated  
use of disclaimer  
report proformas  
editing procedures  
broad understanding of publishing methods  
presentation technology and procedures  
customer relations

### **Underpinning Skills**

written communication as required for writing standard reports  
oral communication  
basic word processing  
analytical  
time management

### **Resources Required for Assessment**

- Criterion referenced assessment instruments



Security and Investigative Services

**STREAM**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR21A Store and protect information

Includes the storage of information during and following gathering of the information.

| ELEMENT |                        | PERFORMANCE CRITERIA |   |
|---------|------------------------|----------------------|---|
| 1       | Define storage needs   | 1                    | Information to be stored is identified based on an assessment of potential future use of the information and in accordance with client and legal requirements   |
|         |                        | 2                    | Method of storage and level of security are determined after assessment of all factors  |
|         |                        | 3                    | Requirements of any industry codes of practice are identified and complied with   |
| 2       | Store information      | 1                    | Full details of all information stored is available through the maintenance of an accurate and up-to-date record  |
|         |                        | 2                    | All physical items are tagged for ease of identification in accordance with company procedures  |
|         |                        | 3                    | Short-term storage of information gathered during process of investigation accords with assessment of all factors and ensures retention of information in as near original condition as possible and continuity of evidence |
|         |                        | 4                    | Long-term storage of information is in consideration of all factors and ensures its availability for intended use at end of anticipated period of storage   |
|         |                        | 5                    | Arrangements are made to store information off company premises as required to ensure safe and secure storage   |
|         |                        | 6                    | All handling of potential exhibits complies with rules of evidence  |
|         |                        | 7                    | Information is stored in Evidence Room when available after confirmation of adequacy of security offered and that the storage will not cause deterioration  |
| 3       | Dispose of information | 1                    | Disposal of information when no future use is anticipated is in accordance with client's requirements and company procedures and ensures required confidentiality is not compromised  |
|         |                        | 2                    | Disposal of physical and other items is   |

- in accordance with OH&S and other legal and environmental requirements
- 3 Retention of original or copies of information is in accordance with client's instructions and legal requirements

### RANGE OF VARIABLES

Information includes:

data; physical items; original; copy; and negative film/photographs; original and back-up video tapes; tape recordings; computer-based information such as floppy disks

Factors determining level and method of security may include:

sensitivity of information; commercial value; client's requirements; safety; legal requirements; cost of alternative arrangements; intellectual property; consequence of loss; environmental considerations including temperature; humidity; light; electro magnetic fields; potential to harm individuals; organisations; countries

Factors determining the short term security and storage of information may include:

type of information (film, video, physical); location and local conditions under which information is gathered; means of transport to normal (long-term) storage; length of time of transit

Tagging includes:

labelling and identification by pens

Legal requirements include:

federal and relevant state/territory laws which govern the conduct of investigation functions; environmental laws

Clients include:

Insurance companies; government agencies; solicitors; loss assessors; corporations; general public

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Competence is to be demonstrated in tagging and storing a range of information listed in the range of variables including 35 mm film, video and computer disks

The assessment should also include:

- \* knowledge of rules of evidence
- \* knowledge of a range of safe storage systems
- \* knowledge of factors which determine need for storage and security of information (refer range of variables)
- \* knowledge of factors which determine method of storage (refer range of variables)
- \* knowledge of availability of storage facilities outside the organisation

\* demonstrated capacity to dispose of information no longer required (refer to Element 3)

### **Underpinning Knowledge**

need for continuity of evidence  
judicial requirements for handling evidential exhibits  
storage requirements for information that is susceptible to spoiling or damage eg film, computer tapes  
legal requirements for retention of information  
rules of evidence  
OH&S as required for disposal of information types listed in range of variables  
need for security measures  
industry codes of practice

### **Underpinning Skills**

judgement  
planning skills  
interpersonal  
oral communication  
securing information types listed in range of variables

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Storage facilities
- Range of information listed in range of variables including 35 mm film, video tape and computer disks



Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR22A Prepare evidence for use in court

Covers identification, preparation and storage of information which may be used in a court as evidence.

| <b>ELEMENT</b> |                   | <b>PERFORMANCE CRITERIA</b> |   |
|----------------|-------------------|-----------------------------|---|
| 1              | Select evidence   | 1                           | Decision on what information is to be presented as evidence is made in consultation with client and legal representatives                                       |
|                |                   | 2                           | Evidence is selected based on an assessment of all information collected during course of inquiry   |
| 2              | Identify evidence | 1                           | Information to be used as evidence is acceptable for use in court with regard to relevance, admissibility and competence of witness                             |
|                |                   | 2                           | A filing/indexing system is established and maintained to ensure all potential evidence is clearly identified and tracked in accordance with company procedures |
|                |                   | 3                           | All potential evidence is tagged and labelled immediately to ensure accurate and timely identification in accordance with company procedures                    |
| 3              | Prepare evidence  | 1                           | Potential evidence is handled in a manner that does not compromise continuity of evidence   |
|                |                   | 2                           | All information used as evidence is original material and certified as such in accordance with company procedures and legal requirements                        |
|                |                   | 3                           | All evidence is prepared to standard acceptable for presentation in the particular court and in accordance with company procedures                              |
|                |                   | 4                           | All video evidence clearly displays time and date taken and other details as may be required for admission to court   |
|                |                   | 5                           | Further evidence is collected on receipt of revised instructions from client  |
| 4              | Store evidence    | 1                           | Evidence used is stored to ensure its safety, security and availability for use in court proceedings and in accordance with continuity of evidence              |

### RANGE OF VARIABLES

Work is performed within established routines and procedures and involves the collation of information from a variety of sources under authoritative supervision or guidance

Evidence is any material which courts allow in determining truth of disputed facts or actions, and includes facts; testimony; documents; physical exhibits derived from a variety of sources

Information includes:

data; physical items; specimens; samples etc; original; copy and negative film/photographs  
original and back-up video tapes; tape recordings; computer-based information

Source of evidence includes:

search of scene or incident; examination of exhibits; interviews; information received from public; informers; colleagues; inspection of records; surveillance; interviews

Courts include:

district; supreme; federal; tribunal; magistrates

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Competence is to be demonstrated in presenting video evidence in a court (refer to **Element 3**)

The assessment should also include:

- \* knowledge of continuity of evidence
- \* knowledge of factors which determine need for storage and security of evidence
- \* knowledge of need for evidence to be original material
- \* demonstrated capacity to establish a recording system to track all potential evidence

#### Underpinning Knowledge

need for continuity of evidence  
judicial requirements for handling evidential exhibits  
industry codes of practice  
storage requirements for information that is susceptible to spoiling or damage eg film, computer tapes  
legal requirements for retention of information  
rules of evidence  
OH&S as required for disposal of information types listed in range of variables

#### Underpinning Skills

judgement  
planning skills  
interpersonal  
oral communication  
securing information types listed in range of variables

**Resources Required for Assessment**

- Criterion referenced assessment instruments
- Storage facilities
- Range of information listed in range of variables including 35 mm film, video tape and computer disks



Security and Investigative Services

**STREA  
M**

**FIELD** Investigation and Risk Management

**UNIT** PRSIR23A Give evidence in court

Includes the preparation, presentation and follow-up in court proceedings.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Prepare for court proceedings           | 1                    | Collaboration with other witnesses is undertaken to prepare for court appearance and as part of a full review of material to be presented  |
|         |   | 2                    | Briefing sessions held with barrister or other legal representatives as required provide information needed for representation and confirm court arrangements, role and involvement in proceedings |
|         |   | 3                    | Report where required for client's legal representative is accurate and supported by relevant evidence   |
|         |   | 4                    | All material to be used or referred to in court proceedings is thoroughly reviewed prior to presentation in court to ensure familiarity, completeness and availability                             |
| 2       | Present evidence                        | 1                    | Requirements of any industry codes of practice are identified and complied with  |
|         |   | 2                    | Evidence is presented in a clear, concise and articulate manner and based on fact  |
|         |   | 3                    | Court protocols are adhered to at all times during court proceedings   |
|         |   | 4                    | All evidence required during court proceedings is available in original form at the time required  |
|         |   | 5                    | Evidence is stored and presented in court as required in a manner which ensures continuity of evidence   |
|         |   | 6                    | All briefs of evidence are submitted in a logical sequence appropriate to jurisdictional requirements and comply with the rules of evidence  |
|         |   | 7                    | Specialist opinion is provided on matters arising in court proceedings to client/s legal representative on request clearly and concisely in accordance with company procedures                     |
| 3       | Follow-up outcomes of legal proceedings | 1                    | The outcome of legal proceedings are obtained, if required by company policy,  |

- and reviewed for relevant implications
- 2 The outcomes of legal proceedings are noted, filed and any required action implemented in accordance with company requirements
- 3 Documentation of the outcomes of legal proceedings is in accordance with professional obligations in the case

### RANGE OF VARIABLES

Work is conducted within agreed protocols and procedures. It does not involve legal interpretation of 'evidence'.

Courts include:  
district; supreme; local; federal; statutory tribunals; magistrate

Court protocols include:  
punctuality; addressing the Chair and other court participants; physical appearance; expression; readiness of self and evidence; general demeanor

Evidence may include:  
data; physical items, specimens, samples etc; original, copy and negative film/photographs; original and back-up video tapes; tape recordings; computer-based information

Provision of specialist opinion to client or client's legal representatives would normally be in an informal setting, that is, not as part of formal court proceedings

### EVIDENCE GUIDE

#### Assessment Statement

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- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

Attendance at a court session or in a simulated court proceedings in a defended proceedings is required

#### Guidance for Assessment

Competence is to be demonstrated in presenting evidence in a court

The assessment should also include:

- \* knowledge of continuity of evidence
- \* knowledge of factors which determine need for storage and security of evidence
- \* knowledge of need for evidence to be original material
- \* demonstrated capacity to adhere to court protocols (refer to range of variables)
- \* demonstrated capacity to brief a barrister or other legal representatives

#### Underpinning Knowledge

need for continuity of evidence  
judicial requirements for handling evidential exhibits  
Storage requirements for information that is susceptible to spoil or damage eg. film, computer tapes  
legal requirements for retention of information  
industry codes of practice  
rules of evidence  
general principles regarding admissibility of evidence in courts  
legal protocols for relevant jurisdictions  
briefing requirements for legal representatives

### **Underpinning Skills**

judgement  
planning skills  
interpersonal  
oral communication as required for speaking in a formal setting (court), listening skills, briefing  
giving of evidence  
inference and deduction  
preparing briefings and reports  
research

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Real or simulated court

**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR24A Implement and monitor financial administration systems

This unit deals with the establishment and maintenance of records about business financial transactions.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Establish and maintain financial records | 1                    | Requirements for efficient financial administration are determined from consultation with financial advisers and an analysis of financial plans |
|         |  | 2                    | Record keeping systems and methods are established and provide accessible, timely and accurate information on financial transactions            |
|         |  | 3                    | Information on financial transactions is systematically collected and entered at regular intervals  |
| 2       | Prepare financial reports                | 1                    | Purpose and frequency of financial reports is identified and communicated to relevant personnel   |
|         |  | 2                    | Schedules of accounts and records of financial reconciliation are agreed in consultation with relevant stakeholders                             |
|         |  | 3                    | Regular financial reports are prepared in the required format   |
| 3       | Monitor financial transactions           | 1                    | Mechanisms to identify and correct discrepancies and errors in financial records are identified   |
|         |  | 2                    | Financial account transactions are monitored at regular intervals to maintain adequate cash flows   |
|         |  | 3                    | Consistently accurate financial reports and summaries are produced at regular intervals to enable assessment of agency performance              |
|         |  | 4                    | Performance indicators are implemented and reviewed to ensure and improve the performance of cost centres within the system                     |

### **RANGE OF VARIABLES**

This unit has application to all businesses engaged in security risk assessment and/or investigation services including: partnerships; incorporated bodies; franchise

Financial plans may be interpreted broadly along with the selection of a bookkeeping system to complement the requirements established in the financial plan

Record keeping systems may include:  
computer based or hard-copy book of accounts

Methods used to maintain records may be:  
cash-based; accrual or COCOA; provided these are consistent with Australian Standards for bookkeeping and accounting

Reports may be required on a:  
daily; weekly; monthly; or annual basis

### **EVIDENCE GUIDE**

This unit has application to all businesses engaged in security risk assessment and/or investigation services including: partnerships; incorporated bodies; franchise

Financial plans may be interpreted broadly along with the selection of a bookkeeping system to complement the requirements established in the financial plan

Record keeping systems may include:  
computer based or hard-copy book of accounts

Methods used to maintain records may be:  
cash-based; accrual or COCOA; provided these are consistent with Australian Standards for bookkeeping and accounting

Reports may be required on a:  
daily; weekly; monthly; or annual basis

**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR25A Develop and implement a business plan

This unit covers developing a business plan for an organisation as a guide to achieving specified business objectives.

Units PRSAS28A and PRSIR25A both address business planning. Assessors should pay attention to commonalities as well as differences in outcome in each unit.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Establish business objectives and monitoring system | 1                    | A clear statement about the desired direction of the business is agreed, clearly communicated to all stakeholders and adjusted based on feedback received                     |
|         |   | 2                    | Explicit short and medium term objectives are established as a basis for performance measurement, control and adjustment  |
|         |   | 3                    | Relevant and effective measures to gauge and monitor performance are established  |
|         |   | 4                    | Timeframes are established that are achievable and practical  |
| 2       | Identify support requirements to achieve objectives | 1                    | Specialist services, skills, and resources available within the organisation are identified   |
|         |   | 2                    | The need for specialised services, skills and resources to complement existing capabilities is identified and costed as a basis for planning additional resource requirements |
|         |   | 3                    | Equipment and systems required to facilitate work flow and communications are identified  |
|         |   | 4                    | Requirements for training are identified which ensures all persons are conversant with services to be provided  |
| 3       | Prepare financial forecasts                         | 1                    | Sources of income are accurately identified   |
|         |   | 2                    | Income forecasts are prepared using business budgeting formats for services   |
|         |   | 3                    | Accurate expenses based on known costs are identified   |
|         |   | 4                    | Expense forecasts that allow for contingencies are prepared   |
|         |   | 5                    | Adequate return on investment is  |

|   |                                      |   |  |
|---|--------------------------------------|---|--|
|   |                                      |   | demonstrated through calculation of a net result for the services                                  |
| 4 | Formulate and document business plan | 1 | Schedule of activities to achieve required outcomes is prepared                                    |
|   |                                      | 2 | Measures and methods to monitor plan implementation and outcomes are established                   |
|   |                                      | 3 | All components of the business plan are integrated in a standard format to business specifications |
|   |                                      | 4 | All relevant information and analysis are included in documentation                                |
|   |                                      | 5 | Plans are documented in a logical, concise and conclusive manner                                   |
|   |                                      | 6 | Business plan provides clear direction to enable effective decision making                         |
|   |                                      | 7 | Business plan is communicated to relevant parties  |

#### RANGE OF VARIABLES

Stakeholders may include:  
business owners; partners; shareholders; family members; business associates; creditors

Organisation may include:  
private firm; sole practitioner or partnership; department or section of local, state or commonwealth agency; inquiry agent; security or finance/insurance company

Services to be provided include:  
security advice; investigation services; surveillance

Resources include:  
people; equipment; finance; location; goodwill; visibility

Expenditure includes:  
commissions; general operations; marketing costs; development costs; consultants

Performance measures include:  
market shares; sales; return on investment; customer service; level of complaints

Planning schedule include:  
milestones; lead times; key activities; dependencies

#### EVIDENCE GUIDE

##### Assessment Statement

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- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### **Guidance for Assessment**

The assessment should include:

- \* knowledge of budgeting and business planning process
- \* demonstrated capacity to develop and write a business plan
- \* demonstrated capacity to implement a business plan

#### **Underpinning Knowledge**

budgeting  
sources of advice  
business planning process  
fundamentals of financial accounting  
fee structures  
resource requirements of the sector/activity

#### **Underpinning Skills**

collection and analysis of financial performance information  
written and verbal communication required for negotiation, report writing  
planning and forecasting  
scheduling  
identifying and evaluating business opportunities  
research

#### **Resources Required for Assessment**

Criterion referenced assessment instruments



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR26A Maintain financial records

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Reconcile accounts to balance                 | 1                    | Requirements of relevant legislation and industry codes are identified and complied with                             |
|         |   | 2                    | Discrepancies between transaction documentation and account balances are identified                                  |
|         |   | 3                    | Errors in documentation are rectified or reported where necessary  |
|         |   | 4                    | Data are recorded on nominated system within designated timelines  |
| 2       | Prepare financial institution reconciliations | 1                    | Journal entries and cash payment summaries are checked for accuracy against financial institution statements         |
|         |   | 2                    | Discrepancies are noted and resolved or reported where necessary   |
|         |   | 3                    | Regular reconciliation reports are produced within designated timelines to provide data required by the organisation |
| 3       | Make journal entries                          | 1                    | Correct journal is selected for the intended entry   |
|         |   | 2                    | Entries to journal are accurate and correctly located  |
|         |   | 3                    | Journal entries are supported with explanation and cross referencing to source documentation                         |
|         |   | 4                    | Irregularities are noted and actioned for resolution within designated timelines                                     |

- |   |   |
|---|---|
| 5 | Journal entries are authorised according to organisation requirements                 |
| 6 | Information is recorded according to company procedures and checked where appropriate |
| 7 | Source documents are filed in appropriate location                                    |

### RANGE OF VARIABLES

Organisation includes all forms of business enterprise, public and private

System may be manual or computer based

Types of records include:

daily; monthly; budget variance; monthly expenditure; stock inventories; depreciation schedules; purchases; petty cash register

Relevant legislation and industry codes include areas covering:

Taxation Act; Australian Accounting practices and codes; corporations law; OH&S; EEO; anti-discrimination; freedom of information; relevant Australian standards

### EVIDENCE GUIDE

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#### Guidance for Assessment

Evidence of competence is best obtained by reviewing examples of records maintained under normal operating conditions of the organisation

If this is not practicable, observation in realistic simulated environments may be substituted

The assessment should also include:

- \* knowledge of relevant legislation
- \* demonstrated capacity to make journal entries

#### Underpinning Knowledge

company financial policies and procedures  
required accounting procedures  
organisation ledger system  
computer programs  
company fees and charges  
banking procedures  
financial reconciliation  
relevant legislation as it applies to maintaining financial records

**Underpinning Skills**

report writing  
scheduling  
contingency management  
negotiation

**Resources Required for Assessment**

- Criterion referenced assessment instruments
- Access to computers and accounting systems



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR27A Prepare budgets

This unit applies to all types of budgets prepared within security or information gathering organisations

| ELEMENT |                                 | PERFORMANCE CRITERIA |  |
|---------|---------------------------------|----------------------|--|
| 1       | Identify context for budget     | 1                    | Links between the budget and organisation business plans are identified  |
|         |                                 | 2                    | Purpose and intended use of the budget are identified  |
|         |                                 | 3                    | Opportunities and constraints on budget formation are assessed   |
|         |                                 | 4                    | Format and content requirements are identified to ensure compliance with company and legislative requirements            |
| 2       | Analyse current position        | 1                    | Historical data on income and expenditure are considered   |
|         |                                 | 2                    | The impact on current asset status and plans is assessed   |
|         |                                 | 3                    | Trends in income and expenditure are established and causes recognised   |
| 3       | Forecast income and expenditure | 1                    | All parameters relevant to forecast period are assessed for impact on projected position                                 |
|         |                                 | 2                    | An appropriate allowance for variation and contingency is built into forecasts   |
|         |                                 | 3                    | Forecasts are realistic and backed by reliable evidence  |
| 4       | Prepare working budget          | 1                    | The draft budget is in an appropriate format, is clear, accurate and easily understood by users                          |
|         |                                 | 2                    | The financial requirements of the company are accurately reflected in the draft budget                                   |
|         |                                 | 3                    | Income and expenditure estimates are clearly identified and are supported by valid, reliable and relevant information    |
|         |                                 | 4                    | Budget proposals are consistent with organisation objectives and ensure efficient and effective operation of the company |
|         |                                 | 5                    | The budget proposals are realistic and achievable  |

|                        |   |  |
|------------------------|---|--|
|                        | 6 | The working budget is completed within required timeframe                                |
|                        | 7 | The working budget is circulated to relevant parties for comment                         |
| 5 Prepare final budget | 1 | Comments on draft budget are considered and relevant parties are advised of implications |
|                        | 2 | Required modifications to draft budget are agreed and incorporated                       |
|                        | 3 | Proposed budget is completed in required format within required timeframe                |
|                        | 4 | Relevant people are informed of budget requirements in a timely and precise manner       |

#### RANGE OF VARIABLES

Company includes all forms of business enterprises

Budget may be prepared for:  
market activities; profit centre or operations; set time periods; bankers; other finance companies

Data for budget preparation may include:  
previous budget; employee costs; overhead costs

Sources of data may include:  
awards; company records; legislative requirements; industrial agreements; regulations and standards applicable to the industry

The budget may address:  
operational income and expenditure; plan objectives; cash flow management; asset replacement; asset sales; entrepreneurial ventures; available revenue sources

Relevant parties may include:  
employees; owners; regulators; financiers

Relevant legislation and industry codes may include:  
Taxation Act; Australian Accounting practices and codes; public and other liability; Occupational Health and Safety; fair trading legislation; Equal Opportunity; Company Codes of Practice; corporations law; professional association regulations; codes and guidelines

#### EVIDENCE GUIDE

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- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### **Guidance for Assessment**

Evidence of competence is best obtained by reviewing examples of records maintained under normal operating conditions of the organisation

If this is not practicable, observation in realistic simulated environments may be substituted

The assessment should also include:

\* demonstrated capacity to identify and collect data for budget preparation from a range of sources (refer range of variables)

\* demonstrated capacity to prepare a budget from available data, either real or artificial

#### **Underpinning Knowledge**

relevant company policy and procedures

budget processes and procedures

relevant computer software

industry codes of practice

#### **Underpinning Skills**

negotiation

report presentation

research, including accessing relevant legislation and codes of practice

interpretation

consultation

basic computer literacy

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Access to computers and accounting systems
- A suitable venue
- Case study materials



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR28A Maintain customer relations

This unit deals with building and maintaining an effective relationship with clients, whether internal or external to the organisation.

| ELEMENT |                                       | PERFORMANCE CRITERIA |   |
|---------|---------------------------------------|----------------------|---|
| 1       | Build and maintain customer relations | 1                    | Changes to clients' needs and requirements are monitored and appropriate action taken   |
|         |                                       | 2                    | Client satisfaction, goodwill and trust are achieved by completing all activities in accordance with organisation and industry standards and clients' needs       |
|         |                                       | 3                    | Satisfaction or concerns of client are identified through contact with client on completion of task   |
|         |                                       | 4                    | Client inquiries are answered promptly, knowledgeably, accurately and courteously   |
| 2       | Build credibility with clients        | 1                    | Client expectations for reliability, punctuality and appearance are always met  |
|         |                                       | 2                    | Grooming and personal presence are maintained in accordance with organisation's policies and as required by task at hand  |
|         |                                       | 3                    | Visible work area is kept tidy and uncluttered  |
| 3       | Respond to client inquiries           | 1                    | Causes of client dissatisfaction are identified and dealt with in accordance with company procedures and to satisfaction of client                                |
|         |                                       | 2                    | Inquiries and complaints are used as opportunities to demonstrate exceptional customer service  |
|         |                                       | 3                    | Written records of contact with client, including inquiries and complaints, provide an objective record of matters addressed, and remedial and other action taken |
|         |                                       | 4                    | Client confidentiality is maintained in accordance with company procedures and client's requirements  |

### RANGE OF VARIABLES

Clients may include internal; external; government; private enterprise

Personal presence includes:  
stance; posture; body language; demeanor

Monitoring may be by:  
review of client instructions and/or brief; discussions with client, awareness of client's operating environment

Remedial and other action taken includes:  
implementation of required changes; referral to appropriate personnel; clarification of client needs and instructions

### EVIDENCE GUIDE

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- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

The assessment should include:

- \* demonstrated capacity to monitor and act on changing client needs
- \* demonstrated capacity to respond to clients' inquiries consistent with organisation's policies and procedures
- \* demonstrated capacity to handle dissatisfied clients
- \* demonstrated capacity to dress appropriately to situation

#### Underpinning Knowledge

customer relations policies  
complaint handling procedures  
quality assurance procedures  
broad understanding of common marketing procedures  
indemnity obligations  
OH&S requirements

#### Underpinning Skills

customer service  
interpersonal  
oral and written communication  
telephone technique  
problem solving and negotiation  
maintaining records  
preparing reports

**Resources Required for Assessment**

- Criterion referenced assessment instruments
- Case studies
- Company policy and procedure in relation to client relations and complaints handling

**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR29A Establish and implement a marketing strategy

This unit applies to the marketing of services within a private enterprise context.

These services include those associated with security risk management and gathering of information.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Evaluate markets and company capacity for service | 1                    | Markets for existing or new product opportunities for the enterprise are identified, researched and analysed for possible entry and/or development |
|         |   | 2                    | An audit of existing service capacities is undertaken to identify scope for increased service provision  |
|         |   | 3                    | Preferred business profile is identified from business plans and other enterprise documentation  |
|         |   | 4                    | Economic, community, environmental and political trends are assessed for relevance against the business profile                                    |
| 2       | Develop marketing strategies and plans            | 1                    | Alternative and innovative marketing strategies for the business are identified and compared with existing systems                                 |
|         |   | 2                    | Services and markets for the enterprise are clearly identified from reliable information   |
|         |   | 3                    | Marketing strategies incorporate suitable advice from qualified marketing professionals if required  |
|         |   | 4                    | Marketing service organisations are identified and services accessed where appropriate   |
|         |   | 5                    | Cost effective plans are developed for services, promotional and pricing strategies  |
| 3       | Implement marketing strategies                    | 1                    | Suitable advertising and other promotional vehicles are evaluated for cost effectiveness   |
|         |   | 2                    | Plans, schedules and targets are set for the introduction of new or improved services  |
|         |   | 3                    | The organisation's marketing strategy, and each employee's role and responsibility within it, are communicated to relevant staff                   |

|   |                            |  |  |
|---|----------------------------|--|--|
|   | 4                          | Plans take into account the nature of the target client and business cycles                        |  |
|   | 5                          | Planned measures are taken to educate clients in value added services provided by the organisation |  |
|   | 6                          | Implementation is directed toward achieving outcomes defined in the marketing strategy             |  |
| 4 | Monitor marketing strategy | 1  | Evaluation criteria to assess the effectiveness of marketing are established                                 |
|   |                            | 2  | Accurate records are kept against evaluation criteria to enable reliable decisions on performance to be made |
|   |                            | 3  | Marketing strategy is regularly adjusted in response to monitoring of performance                            |

#### RANGE OF VARIABLES

Organisation includes all forms of business enterprises, public and private

Marketing strategies may include:  
target markets by client group; location; core function; service type

Promotional strategies may include:  
a combination of pricing; public relations; image and presentation, advertising; community education and involvement

Promotional plans take account of objectives of the promotion; venues and location; duration; style and format of the promotion; technical equipment required; number of invitees; promotional materials; budget; control of invitations; staffing implications; possible cooperative approaches with other organisations

Plans may include:  
budgets; business plans; marketing plans

Service organisations may include:  
advertising agencies; marketing consultants; industry associations

Assessment of existing capacity may include:  
competency levels; geographic location; condition and type of facilities and equipment; current workloads; new technology

Community, environmental, political trends may include:  
popular attitudes, stability, conservation, degree of knowledge, news coverage, security issues, crime trends

Evaluation performance criteria may include:  
volume of billed business; public response rates; cost per lead; conversion rates; surveys on attitudes and views of company

Relevant legislation and codes may cover:  
State and Federal OHS; public health; industrial; consumer protection; trade practices; equal opportunity; anti-discrimination; freedom of information; industry codes of conduct; relevant Australian standards

#### EVIDENCE GUIDE

### **Assessment Statement**

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### **Guidance for Assessment**

Evidence of competency is best obtained by citing a marketing strategy prepared for normal industry operating condition, including evidence of process followed

The assessment should include:

- \* knowledge of a range of promotional strategies and plans (refer to range of variables)
- \* demonstrated capacity to develop a marketing strategy from given data
- \* demonstrated capacity to evaluate effectiveness of marketing strategy

### **Underpinning Knowledge**

marketing principles and practice  
performance evaluation measures  
competitors' strengths and weaknesses  
business planning process  
customer relations policies  
market conditions and forces

### **Underpinning Skills**

business negotiation  
verbal and written communication  
budgeting  
analytical skills applied to market research and assessments  
planning and scheduling of monitoring activities  
presentation skills  
maintaining records or database  
research  
basic computer literacy including word processing

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Case studies/scenarios
- A suitable venue, including audiovisual equipment



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR30A Provide office activities

Addresses activities which are an adjunct to risk analysis rather than a formal component of the risk analysis function.

| ELEMENT |                              | PERFORMANCE CRITERIA |   |
|---------|------------------------------|----------------------|---|
| 1       | Provide support services     | 1                    | Office layout designs are implemented to facilitate work flow and effective communication   |
|         |                              | 2                    | Office facilities are maintained in an attractive manner consistent with business objectives  |
|         |                              | 3                    | Facilities and equipment are procured and maintained within statutory and organisational Occupational Health and Safety standards                 |
|         |                              | 4                    | Agreements and contracts are negotiated which meet organisational requirements and protect organisational interests                               |
|         |                              | 5                    | Facilities and equipment are procured which meet the growth and performance needs of the organisation as defined in operational plans and budgets |
|         |                              | 6                    | Inventories are controlled to ensure stock levels are maintained within demand requirements and organisational budget                             |
|         |                              | 7                    | Maintenance of physical facilities is regularly implemented to reduce cost and maintain asset functionality                                       |
| 2       | Administer office activities | 1                    | Documents are prepared in a timely and accurate manner in accordance with organisational standards and statutory requirements                     |
|         |                              | 2                    | Organisational and statutory databases are maintained in an efficient and accurate manner   |
|         |                              | 3                    | Information from databases is available for use when required   |
|         |                              | 4                    | The security of organisational information is ensured to protect organisation and client interests  |
|         |                              | 5                    | Meetings are scheduled, planned and conducted to satisfaction of fellow employees and participants  |

- |    |  |
|----|--|
| 6  | Schedules and rosters are prepared to ensure the efficient operation of the organisation   |
| 7  | Telecommunication systems are provided to enable rapid and timely communication within the organisation and with clients/customers |
| 8  | Client and customer contact is courteous and professional  |
| 9  | Organisational standards and procedures are prepared where required to enhance organisational operations and systems               |
| 10 | Computer databases and files are installed and maintained to meet organisational business objectives                               |
| 11 | Records management procedures are implemented  |
| 12 | Information is shared within the organisation to support informed decision making  |

#### RANGE OF VARIABLES

Office-based , such as:  
secretarial; client reception; computing; word processing; clerical; research; staff training and staff appraisal and assist in productivity by organising, storing and retrieving information in a logical manner

Assists in efficiency by organising and storing and retrieving information in a logical manner

Communication may be verbal, numerical or literal

Organisational standards may be written or an unstated part of the 'culture' of the organisation.

Security facilities and equipment may include:  
office support equipment; specialist equipment for conduct of investigations; those required for review and/or implementation of security risk management of an organisation

Communication may be verbal, numerical and literal

Organisational standards may be written or an unstated part of the 'culture' of the organisation

Information systems may be commercially available or customised to the needs of the organisation

Documents include all forms of routine business correspondence, including proformas

#### EVIDENCE GUIDE

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### **Guidance for Assessment**

The assessment should include:

- \* knowledge of range, operation and source of supply of common office equipment
- \* knowledge of qualities of an efficient, tidy and safe office environment
- \* demonstrated capacity to arrange meetings
- \* demonstrated capacity to maintain stock of stationary and other office support items
- \* demonstrated capacity to deal with clients in person and on the telephone
- \* demonstrated capacity to maintain computer files and database

### **Underpinning Knowledge**

procedures for using office equipment and technology  
fundamentals of project management  
occupational health and safety responsibilities  
general office procedures  
planning meetings  
record keeping practices  
data systems  
statutory requirements relating to consumer protection, public liability, professional indemnity, privacy  
basics of ergonomics of office layout

### **Underpinning Skills**

planning  
organising  
budgeting  
operation of common office equipment  
interpersonal  
time management  
records and data management  
computer operations required for basic word processing, databases, records management

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Computer equipment with word processing and data base capabilities
- Actual or simulated office and meeting room



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR31A Undertake process improvement to reduce costs and improve quality service

Includes encouraging all staff in reviewing working processes and procedures and implementing agreed changes to facilitate improved methods.

Covers broad context of process improvement.

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify opportunities for process change      | 1                    | Processes are monitored to ensure they are cost-effective, customer focused, error free  |
|         |  | 2                    | Problems are identified and resolved quickly to improve service and prevent recurrence   |
|         |  | 3                    | Inconsistencies are identified and resolved by comparing processes for similar tasks to ensure the most effective method is being used |
| 2       | Encourage development of ideas for improvement | 1                    | Ideas for improvement are given prompt consideration and feedback to maximise possible benefits  |
|         |  | 2                    | An environment where improvements are sought and rewarded is maintained and incentives offered   |
|         |  | 3                    | Staff are coached through the review of ideas to ensure commitment to solutions  |
| 3       | Assess viability of new ideas                  | 1                    | Ideas are discussed and evaluated with operators to determine viability and compliance with relevant legislation                       |
|         |  | 2                    | Ideas are assessed against existing practice, precedent and any legislative or company restrictions                                    |
|         |  | 3                    | The contribution of the ideas to service, quality improvement or cost efficiency is identified   |
|         |  | 4                    | Balanced judgements on the effectiveness of ideas are made   |
| 4       | Develop alternatives for process improvement   | 1                    | Staff and other area specialists are involved so that all aspects can be considered  |
|         |  | 2                    | Regular opportunities are provided to  |

|   |   |   |  |
|---|---|---|--|
|   |   |   | consider alternative approaches to process improvement   |
| 5 | Arrange implementation of viable change | 1 | Support is provided to employees to facilitate change  |
|   |   | 2 | Change is monitored regularly to ensure anticipated benefits are realised                      |
|   |   | 3 | All areas affected by change are advised promptly to minimise disruption and ensure commitment |
|   |   | 4 | The implementation effort is recognised to encourage continued improvement                     |

### RANGE OF VARIABLES

Process may include:  
company procedures and methods; culture; approaches

Process change may occur in systems and procedures

Inconsistencies may include:  
processes; work duplication

Incentives for process improvement may include:  
monetary; esteem building; promotion; prizes

Ideas can be assessed against:  
their cost effectiveness; ability to add value; improve customer satisfaction; practicality; viability; ease of implementation; degree of management support

Other area specialists and parties involved in process change may include:  
sales representatives; clients; suppliers

Support for change can include:  
guidance; counseling; coaching; assistance with resources; training

Context for process improvement may include:  
Company policy and procedures concerning health and safety; public health; emergency response; continuation training; company history in health and safety, level of accidents and injuries in the workplace; work methods and processes; product and equipment design; product and equipment selection; product and equipment use; workplace environment; existence of workplace recognition and reward systems; type and level of risk management in place

Relevant legislation and codes may cover:  
State and Federal OHS; public health; environmental; industrial; consumer protection; trade practices; equal opportunity; anti-discrimination; freedom of information; industry codes of conduct; relevant Australian standards

### EVIDENCE GUIDE

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### **Guidance for Assessment**

Evidence of competency is best obtained by the development and assessment of a proposal for process improvement under normal industry operating conditions

If this is not practicable, observations in realistic simulated environments may be substituted

Evidence of competency will include:

- \* identifies opportunities for process change, including: monitoring of processes; identifying and resolving problems; and identifying inconsistencies
- \* encourages development of ideas for improvement, including: considering ideas for improvements; maintaining appropriate environment; and coaching staff to ensure commitment to new ideas
- \* assesses viability of new ideas
- \* makes balanced judgement on effectiveness of ideas
- \* develops alternatives for process improvement
- \* involves staff and specialists in developing alternatives
- \* arranges implementation of viable change
- \* provides support to facilitate change and foster commitment

### **Underpinning Knowledge**

company quality policy and procedures

process methods for either gathering information or security risk management

customer relations procedures

basic tools of quality improvement eg. pareto charts, histograms, run charts

### **Underpinning Skills**

interpersonal

oral and written communication

ideas analysis

team leadership

negotiation

problem solving and analysis

planning and organising

basic statistical analysis

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Suitable venue, audiovisual equipment and case studies for discussion



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR32A Provide quotation

Quotations may be written or oral.

| ELEMENT |                               | PERFORMANCE CRITERIA |  |
|---------|-------------------------------|----------------------|--|
| 1       | Confirm client needs          | 1                    | Identity and profile of service provider is established to the satisfaction of the client  |
|         |                               | 2                    | Client is made aware of, and understands, the investigation services that are available  |
|         |                               | 3                    | Information on previous client contact with company is reviewed  |
|         |                               | 4                    | Instructions are interpreted and clarified with client as required in accordance with company procedures   |
| 2       | Gather background information | 1                    | Scope of job is defined by review of details supplied by client and all other available information  |
|         |                               | 2                    | Details of field work environment are obtained through reconnaissance visit to site of field work if practicable in accordance with company operating procedures |
|         |                               | 3                    | Parameters of task are confirmed with client   |
| 3       | Determine method of operation | 1                    | Proposed method of operation is based on assessment of available information in accordance with client's instructions  |
|         |                               | 2                    | Methods selected comply with all laws and regulations  |
|         |                               | 3                    | Client is consulted to confirm acceptability of proposed operating procedures where there is a significant resource implication                                  |
|         |                               | 4                    | Operating procedures are selected to minimise cost to client where all other factors are equivalent  |
| 4       | Determine fee                 | 1                    | Suitable allowances for contingencies are provided based on preliminary investigation and site inspection whenever conducted                                     |
|         |                               | 2                    | Costs estimated provide for outcome to   |

|   |                    |   |   |
|---|--------------------|---|---|
|   |                    |   | client's satisfaction   |
|   | 3                  |   | Proposed operating method and costs are presented to client with clear explanations in accordance with terms of reference                                       |
|   | 4                  |   | Fee is negotiated with client and determined based on consideration of all cost factors and are in accordance with company cost schedule                        |
| 5 | Document quotation | 1 | Quotation is confirmed with client and signed authorisation to proceed obtained   |
|   |                    | 2 | Client is given opportunity to clarify proposed operation methods and costs prior to signing  |
|   |                    | 3 | Need for, size and payment arrangements for a retainer are agreed with client   |
|   |                    | 4 | Quotation format and coverage is in accordance with company requirements and client directions  |
|   |                    | 5 | Copy of quotation is provided to client, where requested, prior to commencement of job and copy placed on company records in accordance with company procedures |

#### RANGE OF VARIABLES

Client may include:

insurance companies; government agencies; private enterprise; solicitors; loss assessors; corporations; general public and may be internal or external

Parameters of task may include:

time; frequency and duration of observation; assessment or review; travel destinations; travel mode; use and hire of specialist equipment and operatives; total cost; likelihood of compromise; need for specialist equipment and/or people

Resource implications include those that impact on time and cost

Quotation may include:

methods of operation; reporting requirements; time limit; cost schedule; agreed boundaries of operation

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit

- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

It is essential competence is demonstrated in providing a written quotation which includes methods of operation, reporting requirements, time limit, cost schedule and agreed boundaries of operation

The assessment should also include:

- \* knowledge of common equipment used to gather information or conduct security risk assessment
- \* demonstrated capacity to identify and quantify all costs associated with an assignment

### **Underpinning Knowledge**

relevant Federal and State laws  
legal and ethical responsibilities  
fee structures  
customer relations  
industry codes of practice  
methods for gathering information or conducting risk assessment as appropriate

### **Underpinning Skills**

basic project planning and management  
basic financial planning and cost estimation  
negotiation and selling skills  
basic numeracy to develop and write a quotation  
communication skills in relation to dealing with clients  
written communication required to complete written quotations and standard contracts

### **Resources Required for Assessment**

- Criterion referenced assessment instruments



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR33A Lead small teams

This unit deals with the leadership of small teams including setting and maintaining team and individual performance standards.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Provide team leadership                       | 1                    | Work requirements are identified and presented to team members  |
|         |   | 2                    | Reasons for instructions (where known) and requirements are communicated to team members  |
|         |   | 3                    | Team members' queries and concerns are recognised, discussed and dealt with   |
|         |   | 4                    | Any legal requirements and ramifications of team operations are communicated to team members  |
| 2       | Allocate responsibilities                     | 1                    | Duties, roster and/or responsibilities are allocated having regard to the skills, knowledge and aptitude required to properly undertake the assignment of task and according to employer policy |
|         |   | 2                    | Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible  |
| 3       | Set performance expectations for team members | 1                    | Performance expectations are established based on client needs and according to assignment requirements   |
|         |   | 2                    | Performance expectations are based on individual team member's duties and area of responsibility  |
|         |   | 3                    | Performance expectations are discussed and communicated to individual team members  |
| 4       | Maintain team performance                     | 1                    | Monitoring of performance takes place against defined performance criteria and/or assignment instructions, and corrective action taken if required  |
|         |   | 2                    | Team members are provided with feedback, positive support and advice on strategies to overcome any deficiencies   |
|         |   | 3                    | Performance issues which cannot be  |

|   |   |   |  |
|---|---|---|--|
|   |   |   | rectified or addressed within the team are referenced to appropriate personnel according to employer policy  |
|   | 4                                       |   | Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction     |
|   | 5                                       |   | Team operations are monitored to ensure that employer/client needs and requirements are met  |
|   | 6                                       |   | Follow-up communication is provided on all issues affecting the team   |
|   | 7                                       |   | All relevant documentation are completed in accordance with company procedures   |
| 5 | Represent team's concerns to management | 1 | Team concerns are acknowledged   |
|   |   | 2 | Concerns are assessed and possible solutions discussed and negotiated with team wherever possible  |
|   |   | 3 | Team is actively encouraged to develop own solutions to address concerns wherever possible and practicable   |
|   |   | 4 | Unresolved team concerns are presented to and discussed with employer/management in a timely and objective manner and according to dispute resolution procedures |

#### RANGE OF VARIABLES

Work requirements may include client brief; assignment instructions

Team members' concerns may include award conditions and roster/shift details

Communication may be verbal or written

The unit applies to all contexts where work is undertaken in teams

Teams work generally within agreed parameters

Team members may come from a variety of vocational and cultural backgrounds within varying levels of experience and competency

Clients may be internal or external to the organisation

Team members may come from a variety of vocational and cultural backgrounds with varying levels of experience and competency

#### EVIDENCE GUIDE

##### Assessment Statement

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Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Assessment should include:

- \* knowledge of options available to maintain or improve individuals and/or team performance given a variety of possible scenarios
- \* demonstrated ability to assess and monitor team and individual performance against set criteria
- \* demonstrated capacity to represent concerns of a team or individual to next level of management or appropriate specialist and to negotiate on their behalf
- \* demonstrated capacity to allocate duties and responsibilities, having regard to individual's knowledge, skill and aptitude, and the needs of the tasks to be performed
- \* ability to assess, set and communicate performance expectations for a range of tasks and duties within the team and provide feedback to team members

### **Underpinning Knowledge**

employer policies and procedures  
relevant legal requirements  
how performance expectations are set  
methods of monitoring performance  
client expectations  
team members' duties and responsibilities

### **Underpinning Skills**

communication skills required for leading teams  
informal performance counseling skills  
team building skills  
negotiating skills

### **Resources Required for Assessment**

- No special requirements



**STREAM** Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR34A Supervise staff

This unit is designed to address performance required for the supervision of all staff in an organisation.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Supervise staff workload  | 1                    | Current workload of staff is accurately assessed   |
|         |   | 2                    | Workload is scheduled effectively to facilitate operational efficiency   |
|         |   | 3                    | Workload is delegated to appropriate staff members   |
|         |   | 4                    | Workload of staff is continuously assessed in accordance with agreed objectives and timelines  |
|         |   | 5                    | Staff are assisted in allocating a priority to workload  |
|         |   | 6                    | Staff rosters are prepared according to organisational policies and procedures and in accordance with any award and legislative requirements           |
| 2       | Provide feedback to management on staffing matters                | 1                    | Feedback on current and potential staffing needs is provided to organisation's management  |
|         |   | 2                    | Input is provided to facilitate the implementation of the organisation's staff appraisal system  |
| 3       | Advise staff on policies and procedures applying to the workplace | 1                    | Induction programs for new employees are effectively conducted to introduce new employees to the workplace   |
|         |   | 2                    | Staff are regularly and accurately briefed on relevant organisation policies and procedures  |
|         |   | 3                    | Strategies for the implementation of policies and procedures are communicated to staff   |
| 4       | Monitor and maintain effective individual and team performance    | 1                    | Individual's performance is reviewed on an ongoing basis   |
|         |   | 2                    | Feedback on individual's performance is provided in a constructive manner  |
|         |   | 3                    | Problems with individual's performance are identified and addressed in accordance with organisation's personnel and employment policies and procedures |

|   |  |   |  |
|---|--|---|--|
|   |  | 4 | Relevant legislation and organisation's policies are followed and implemented within the work context      |
| 5 | Identify and develop individual employee potential | 1 | Expertise of individual employee is identified, recognised and drawn on in the allocation of tasks         |
|   |  | 2 | Individual employee's competencies are identified in relation to the job, career path and training options |
|   |  | 3 | Opportunities to transfer and apply skills are provided  |
| 6 | Maintain records                                   | 1 | Information is recorded in accordance with company and legislative requirements                            |
|   |  | 2 | Details are recorded clearly, accurately and legibly   |
|   |  | 3 | Records are secured, accessible and kept up-to-date  |

#### RANGE OF VARIABLES

Organisations include:  
all forms of business enterprises; public; private

Employees may include:  
full-time; part time; casual; office staff; sub contractors; contractors

Records may include:  
information about staff performance; competency assessments

Policies and procedures applying to the workplace may include:  
procedures relating to workplace change processes; disciplinary procedures; award procedures; pay procedures; organisational structure

Performance may include:  
general standard of work; job planning; attitude to clients; following administrative procedures and company policies

Relevant legislation (Federal, State and Local) and industry codes of practice cover areas including:  
OHS; public health; environmental; industrial; consumer protection; trade practices; equal opportunity; anti-discrimination; freedom of information; industry codes of conduct; relevant Australian standards contracts

#### EVIDENCE GUIDE

##### Assessment Statement

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Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

Evidence of competency is best obtained by observing the conduct of supervision over a week's activity under normal or simulated industry operating conditions

Assessment should include:

- \* knowledge of strategies and procedures for resolving conflict
- \* demonstrated capacity to delegate work and develop staff rosters
- \* demonstrated capacity to conduct induction programs
- \* demonstrated capacity to identify individuals' competencies

### **Underpinning Knowledge**

relevant company policies/procedures  
range of interpersonal communication techniques  
anti-discrimination policies and procedures  
staff performance monitoring systems  
methods of staff assessment

### **Underpinning Skills**

interpersonal  
appraising  
problem solving  
contingency management  
scheduling and prioritising  
negotiation  
delegation  
conflict resolution

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Creation of environment in which supervision can be observed in practice
- Use of training facilities which permit group activities



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR35A Monitor and review staff performance

This unit relates to the ongoing process of assessment of staff performance and development of reward and incentive schemes.

| ELEMENT |   | PERFORMANCE CRITERIA |   |
|---------|---|----------------------|---|
| 1       | Undertake staff performance assessment            | 1                    | Staff are assessed at regular intervals against pre-determined performance requirements                           |
|         |   | 2                    | Assessment is fair and equitable to all staff members   |
|         |   | 3                    | Staff are advised of assessment requirements in advance   |
|         |   | 4                    | Staff are provided with opportunities to question assessment and negotiate outcomes where appropriate             |
| 2       | Implement rewards and incentives scheme           | 1                    | Reward and incentives scheme are designed to assist employees and organisation reach targets                      |
|         |   | 2                    | All staff are made aware of rewards and incentive schemes and what is required for achievement                    |
|         |   | 3                    | Schemes are administered fairly and equitably to all parties  |
| 3       | Counsel staff                                     | 1                    | Staff counselling occurs promptly to minimise the negative impact of delays                                       |
|         |   | 2                    | Counselling strategies are appropriate to company and individual needs  |
|         |   | 3                    | A record of counselling and required action is prepared promptly  |
|         |   | 4                    | Counselling is undertaken in a supportive environment that protects the privacy of the individual                 |
|         |   | 5                    | Referrals to professional services are made as appropriate  |
| 4       | Implement disciplinary and termination procedures | 1                    | The need for intervention is monitored from company and individual responses to work related activity             |
|         |   | 2                    | Requests for intervention are considered and responded to in a fair and equitable manner within agreed procedures |

- 3 Details of decisions and actions taken are fully documented
- 4 Disciplinary and/or termination interviews are conducted in an appropriate manner with a constructive approach in accordance with organisation's policy and relevant legislation
- 5 The interests of the company and the individual are protected within required and agreed procedures and relevant legislation
- 6 All other relevant parties are involved and/or advised promptly of actions taken

### RANGE OF VARIABLES

Organisation includes:  
all forms of business, both public and private

Performance assessment can be formal or informal

Reward systems can include:  
pay bonuses; sales targets; time off; company recognition awards

Disciplinary procedures may include:  
formal processes under required legislation

Counseling may include:  
employee discussions; organised and formal interviews; at the request of employer or employee

Relevant legislation (Federal, State and Local) and industry codes of practice cover areas including:  
OHS; public health; environmental; industrial; consumer protection; trade practices; equal opportunity; anti-discrimination; freedom of information; industry codes of conduct; relevant Australian standards contracts

### EVIDENCE GUIDE

#### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

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- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### Guidance for Assessment

Evidence of competency is best obtained by review of at least two different staff review activities under normal industry operating conditions

If this is not practicable, observations in realistic simulated environments may be substituted

The assessment should include:

- \* knowledge of counseling techniques
- \* knowledge of EEO, anti discrimination, freedom of information legislation as they apply to counseling and interactions between employees
- \* demonstrated capacity to counsel employees
- \* demonstrated capacity to document counseling

### **Underpinning Knowledge**

employment assessment systems  
industrial terms and conditions  
employer and employee rights  
mediation  
EEO legislation

### **Underpinning Skills**

written and verbal communication  
negotiation  
decision making  
report writing  
basic word processing

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Copies of legislation (refer range of variables)
- Access to case studies, role plays, suitable venue and relevant audiovisual equipment



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR36A Organise and monitor field operations

This unit is applicable where supervision of a small field work team is required.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Identify work requirements                             | 1                    | Tasks are reviewed to identify requirements   |
|         |  | 2                    | Client's needs and expectations are identified accurately   |
|         |  | 3                    | The characteristics of operating environment/sites and any special equipment or resource requirements are identified                              |
| 2       | Organise equipment and materials                       | 1                    | Equipment and material requirements are estimated and made available in line with past and anticipated usage                                      |
|         |  | 2                    | Equipment is checked to be in good working order to manufacturers' specifications, relevant legislation and company policy                        |
|         |  | 3                    | Equipment and tools required are made available to suit work needs  |
| 3       | Allocate work areas and activities                     | 1                    | Work is scheduled and allocated to be completed within time available   |
|         |  | 2                    | Work allocation to individuals matches known competency and capacity to complete work requirements within relevant legislation and company policy |
|         |  | 3                    | Licences held are relevant to the work being performed  |
|         |  | 4                    | Work allocation occurs within approved budget levels  |
| 4       | Communicate work requirements                          | 1                    | Communication in a medium suitable to the situation is undertaken to ensure instructions are clear and understood                                 |
|         |  | 2                    | The understanding of the communication is verified  |
| 5       | Provide suitable training and assessment opportunities | 1                    | Appropriate on-job and other training is provided to staff to fill identified skill gaps and improve work performance                             |
|         |  | 2                    | Opportunities are provided for staff to   |

|   |  |   |   |
|---|--|---|---|
|   |  |   | ask questions and seek clarification on training and work performance matters   |
|   |  | 3 | Assistance is provided to staff where required to ensure compliance with work site requirements                                   |
| 6 | Monitor work activities to meet specifications | 1 | Work activity is systematically monitored to ensure legislative requirements, industry standards and company requirements are met |
|   |  | 2 | Prompt follow up occurs on difficult or known problem areas   |
|   |  | 3 | Work is reallocated as required to ensure client and company requirements are met   |

### RANGE OF VARIABLES

Company includes:  
all forms of business enterprises

Work specifications may be:  
copy of contract documentation; terms of reference; derived schedules or checklists; client correspondence

Client expectations and needs may be verbal or written and usually checked against work specification requirements

The competencies and capacity of existing workers may be determined from:  
observations; discussion; training records; demonstrations

Estimates for time duration of task include:  
consideration of past experience; methods to be employed and particulars of location of task; experience of operatives; resources and equipment to be used; client's instructions

Training may include:  
on-job instruction; provision of learning opportunities; demonstration; structured feedback; self paced learning packages

Assessment may include:  
review to specifications and other documentation within enterprise and industry policy guidelines; competency assessment for recording purposes

Relevant legislation and codes may cover State and Federal:  
OHS; public health; environmental; dangerous goods and hazardous substances; transport; industrial; consumer protection; trade practices; equal opportunity; anti-discrimination; freedom of information; industry codes of practice; Australian standards (both issued and draft)

### EVIDENCE GUIDE

#### Assessment Statement

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- Self-assessment on the same terms as those described above

- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

#### **Guidance for Assessment**

Evidence of competency is best obtained by reviewing the supervision of a work team under normal industry operating conditions

If this is not practicable, observations in realistic simulated environments may be substituted

The assessment should also include:

- \* knowledge of equipment required to support range of tasks organisation is likely to be involved in
- \* knowledge of abilities and capabilities of work team
- \* demonstrated capacity to allocate work
- \* demonstrated capacity to monitor work by individuals and a team

#### **Underpinning Knowledge**

safe work practices  
capabilities of work team members  
budgets  
relevant legislation  
company policy and procedures

#### **Underpinning Skills**

safe and efficient work practices  
interpersonal communication  
customer relations  
written communications  
team leadership  
planning and organising

#### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Relevant legislation and codes (refer to range of variables)
- Relevant documentation, including task specifications



**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR37A Develop and implement a human resource plan

Covers determining human resource requirements, preparing a human resource plan, managing industrial relations and ensuring compliance with equal opportunity and other legislation.

| ELEMENT |   | PERFORMANCE CRITERIA |  |
|---------|---|----------------------|--|
| 1       | Determine the human resource requirements of the organisation | 1                    | The number, type, competencies and working patterns of staff required for the organisation to achieve its current and future business objectives are determined in accordance with organisation's procedures |
|         |   | 2                    | The existing skills capability of the organisation is established through suitable review processes  |
|         |   | 3                    | Analysis of business, economic and social environment identifies external influences on the availability of suitable staff   |
| 2       | Prepare a human resource plan                                 | 1                    | Human resources plan is based on an analysis of the organisation's needs and possible external influences  |
| 3       | Recruit staff   | 1                    | Job specification identifies and describes the work to be performed and the range of conditions under which the performance of the work may occur  |
|         |   | 2                    | The profile of the type of person required to meet the job specification meets organisation's requirements and has regard to equal opportunity regulations and occupational health and safety regulations    |
|         |   | 3                    | Sources of available suitably qualified persons are identified and action necessary to access these sources is taken   |
|         |   | 4                    | Interviews, assessments and selection processes for applicants follow agreed organisation's procedures and have due regard to guidelines on equal employment opportunity and anti-discrimination legislation |
|         |   | 5                    | Contracts of employment are in accordance with sound industrial and employee relations principles following negotiation with new employees   |

|   |   |   |  |
|---|---|---|--|
| 4 | Manage industrial relations issues                        | 1 | Industrial relations policies and procedures are developed which reflect the structure of the organisation and the implications of industrial issues on organisational efficiency, productivity and work practices |
|   |   | 2 | Induction of employees includes education in the rights and obligations of staff under contractual arrangements, relevant industrial agreements, and awards and related regulations on industrial matters          |
|   |   | 3 | Workplace issues impacting on employer-employee relations are recognised and dealt with efficiently, effectively, in a timely manner which that protects the rights of the parties and reflects organisation needs |
| 5 | Develop and implement equal employment opportunity policy | 1 | Organisation's policy on EEO is relevant to the organisation and as required by EEO regulations and anti-discrimination legislation  |
| 6 | Ensure the adoption of safe working practices             | 1 | Policy on safe working practices relevant to the organisation satisfies relevant occupational health and safety regulations  |
|   |   | 2 | Staff understand the relevant occupational health and safety policies of the organisation  |
|   |   | 3 | Checks that staff use safe work practices enable action to be taken to rectify deficiencies  |
|   |   | 4 | Counselling for staff found not to be adopting safe work practices is conducted sensitively and effectively  |
|   |   | 5 | Occupational health and safety records are maintained in accordance with statutory regulations and organisation's policy   |

#### RANGE OF VARIABLES

Components of human resource plan may include: required staffing numbers; competency requirements; existing skills capability; restructuring options; recruitment requirements; training needs; staff appraisal arrangement; remuneration policies; leave entitlements; OHS and EEO policies

Statutory requirements may include: industrial relations requirements; equal employment opportunity regulations; occupational health and safety regulations; anti-discrimination legislation

Staff categories may include:  
field staff; specialist investigators; office staff; support staff

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

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### Guidance for Assessment

Assessment of this unit may be conducted as part of an assessment of overall business management assignment or work-related project.

Evidence of competency should include consideration of the efficiency and effectiveness of the personnel management system and the effect of the system on the business as a whole.

### Underpinning Knowledge

relevant industrial awards or agreements  
human resource planning processes  
industry codes of practice and codes of ethics  
quality assurance procedures  
remuneration policy  
leave entitlements  
training methods and policies  
relevant OH and S regulations  
relevant legislative and statutory reporting requirements  
recruitment procedures  
industrial arbitration procedures  
counseling procedures  
superannuation regulations  
employment contract policies  
assessment methods and policies  
EEO policies  
dispute settling procedures  
personnel management systems

### Underpinning Skills

planning and organising activities  
interpersonal  
verbal and written communication  
decision-making  
negotiation and consultation

maintaining records or database and filing  
counseling  
guidance and leadership  
analytical and problem solving  
participating in meetings  
supervising

recruiting  
computer skills including work processing and data base management

**Resources Required for Assessment**

- Criterion referenced assessment instrument
- Information about the business relevant to human resources management, or case studies providing such information
- A portfolio of material produced by the candidate

**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PRSIR38A Maintain occupational health and safety

This unit deals with recognising potential health and safety risks and the procedures and action needed to eliminate or minimise those risks, and applies to all employees.

This unit equates to Worksafe Australia Generic Competency A (1994).

| ELEMENT |  | PERFORMANCE CRITERIA |  |
|---------|--|----------------------|--|
| 1       | Identify OH&S risks  | 1                    | Potential hazards and identified hazards are recognised  |
|         |  | 2                    | Hazards and potential hazards are immediately rectified where possible and/or temporary action instigated to minimise risk until a permanent fix is in place |
|         |  | 3                    | Identified and potential hazards to health and safety are recorded and reported according to organisation's procedures and assignment instructions           |
|         |  | 4                    | Duties undertaken and procedures used comply with employer/client health and safety codes of practice, and relevant Occupational Health and Safety Act       |
|         |  | 5                    | Personal safety equipment and special clothing correctly used and maintained   |
| 2       | Contribute to the on-going development of the organisation's OH&S procedures | 1                    | Issues which may improve or enhance organisation's and/or site OH&S noted and communicated to appropriate to client/employer representative                  |
|         |  | 2                    | Client/employer request for contribution to OH&S matters clarified when necessary and actioned   |
|         |  | 3                    | Contributions made within scope of responsibilities, competence and employer procedures  |

**RANGE OF VARIABLES**

Risks include:  
all risks internal and external to premises under officer's responsibilities and/or risk to officer's own health and safety

OH&S acts and regulations are those set out in federal, state and territory legislation

Hazards are a dangerous condition, either potential or inherent, which can interrupt progress of a work activity

Hazards and potential hazards may include:

exposure to toxic substances; risk of infectious diseases; decontamination re field infection; bodily fluids and weapon wounds; non-compliance with safety requirements; biological contagion; equipment failure; vehicles; firearms

Equipment may include:

gloves; protective clothing/shoes hard hats; safety glasses; hearing protection

## EVIDENCE GUIDE

### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

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- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### Guidance for Assessment

Evidence should include:

- \* knowledge of the hierarchy of elimination or controlling risks
- \* knowledge of role and responsibility of workplace health and safety delegate
- \* demonstrated capacity to detect and respond to a variety of hazards and potential hazards
- \* demonstrated capacity to adhere to assignment instructions regarding specific hazards
- \* site log or notification sheet correctly completed and maintained
- \* housekeeping log (equipment)
- \* verbal or written submissions/proposals outlining potential hazards

### Underpinning Knowledge

employer/client OH&S policies and procedures  
the use of personal safety equipment and special clothing  
availability and contact number of emergency services  
employee responsibilities and obligations  
legal health and safety ramifications  
relevant OH&S acts and regulations

### Underpinning Skills

the use of personal safety equipment and special clothing

### Resources Required for Assessment

- Criterion referenced assessment instruments
- Access to a range of typical work sites which contain inherent or potential hazards
- OH&S legislation

- Organisation's OH&S Policy statement

**STREAM**

Security and Investigative Services

**FIELD** Investigation and Risk Management

**UNIT** PR SIR39A Manage occupational health and safety in the workplace

This unit deals with a supervisor's responsibility for implementing and monitoring OH&S procedures in the workplace.

This unit equates to Worksafe Australia Generic Competency Unit B (July 1994).

Units PRSG27A and PR SIR39A both address OHS in the workplace. Assessors should pay attention to commonalities as well as differences in outcomes in each unit.

| ELEMENT |  | PERFORMANCE CRITERIA |   |
|---------|--|----------------------|---|
| 1       | Provide information to the work group about OH&S | 1                    | Relevant provisions of occupational health and safety legislation and codes of practice are accurately and clearly explained to the work group  |
|         |  | 2                    | Information on the organisation's occupational health and safety policies, procedures and programs is provided in a readily accessible manner and is accurately and clearly explained to the work group |
|         |  | 3                    | Information about identified hazards and the outcomes of risk assessment and risk control procedures is regularly provided and is accurately and clearly explained to the work group                    |
| 2       | Manage the implementation of OH&S                | 1                    | Organisational procedures for consultation over occupational health and safety issues are implemented and monitored to ensure that all members of the work group have the opportunity to contribute     |
|         |  | 2                    | Issues raised through consultation are dealt with and resolved promptly or referred to the appropriate personnel for resolution in accordance with workplace procedures for issue resolution            |
|         |  | 3                    | The outcomes of consultation over occupational health and safety issues are made known to the work group promptly   |
|         |  | 4                    | Existing and potential hazards in the work area are identified and reported so that risk assessment and control procedures can be applied   |
|         |  | 5                    | Risk control measures are implemented and monitored and results reported regularly in accordance with workplace procedures  |

|   |  |   |  |
|---|--|---|--|
|   |  | 6 | Inadequacies in existing risk control measures are identified and reported to designated personnel   |
|   |  | 7 | Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken  |
|   |  | 8 | Hazardous events are investigated to identify their cause in accordance with investigation procedures  |
| 3 | Implement procedures for providing OH&S training | 1 | Occupational health and safety training needs are identified accurately, specifying gaps between occupational health and safety competencies required and those held by work group members |
|   |  | 2 | Arrangements are made for fulfilling identified occupational health and safety training needs in both on and off-the-job training programs in consultation with relevant parties           |

#### RANGE OF VARIABLES

Relevant occupational health and safety practices include:  
Common Law Duty of Care; Federal and State legislation; enterprise policy and practices

Hazardous events include:  
accidents; fires and emergencies such as chemical spills or bomb scares

Procedures for dealing with them include:  
evacuation; chemical containment and first aid procedures

OH&S procedures and practices are to be applied as part of accepted or normal/routine workplace procedures for all of the organisation's activities

Implementation of the supervisor's OH&S responsibilities will include:  
inspection of work sites  
housekeeping  
consultation process (either general or specific to occupational health and safety)  
training and assessment  
specific hazard policies and procedures  
occupational health and safety information  
occupational health and safety record keeping  
maintenance of plant and equipment  
purchasing of supplies and equipment

#### EVIDENCE GUIDE

##### Assessment Statement

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- Continuous assessment in an institutional setting that simulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up the unit
- Continuous assessment in the workplace, taking into account the range of variables affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes.

### **Guidance for Assessment**

It is essential competence is demonstrated in ensuring workplace procedures for dealing with hazardous event are implemented

The assessment should include:

- \* knowledge of procedures when a hazard in the workplace is identified
- \* knowledge of supervisors and all employees responsibilities with respect to the relevant OH&S Act
- \* demonstrated ability to identify hazards
- \* demonstrated capacity to identify OH&S training needs of employees
- \* demonstrated capacity to develop reports on OH&S matters and present them to higher management
- \* demonstration of the ability to evaluate all evidence critically and make judgment about relevance to argument
- \* demonstrated ability to complete documentation and maintain record system

### **Underpinning Knowledge**

employer and client OH&S policies and procedures  
hierarchy of controls  
relevant OH&S regulations and acts  
availability and contacts numbers of emergency services  
employee obligations and responsibilities  
legal health and safety ramifications  
procedures for implementing accident investigation  
accident reporting procedures  
job design and workplace layout

### **Underpinning Skills**

report writing  
implementing safety awareness programs  
oral and written communication  
identifying hazards  
decision making

### **Resources Required for Assessment**

- Criterion referenced assessment instruments
- Access to a range of typical work sites which contain inherent or potential hazards
- OH&S legislation





**Appendix A SECURITY AND INVESTIGATIVE SERVICES UNIT SUMMARY**

| Security & Investigative Services   | Security & Investigative Services   | Security & Investigative Services   |
|---|---|---|
| <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG01A Maintain the security of premises and property  | <b>UNIT:</b> PRSSG02A Control access to and exit from premises  | <b>UNIT:</b> PRSSG03A Maintain safety of premises and personnel   |
| <ol style="list-style-type: none"> <li>1 Patrol premises</li> <li>2 Monitor installed system on premises</li> <li>3 Respond to security alarm calls</li> <li>4 Undertake specific site observation</li> </ol>   | <ol style="list-style-type: none"> <li>1 Control persons entering and leaving the site</li> <li>2 Inspect baggage and/or vehicles</li> <li>3 Manage vehicular traffic</li> <li>4 Check loads and manifests entering and leaving site</li> <li>5 Manage access control systems</li> <li>6 Lock/unlock buildings</li> </ol> | <ol style="list-style-type: none"> <li>1 Respond to fire or safety alarm calls</li> <li>2 Take preventative action on potential security hazards</li> <li>3 Manage emergency situations</li> <li>4 Conduct evacuations</li> <li>5 Respond to bomb threat</li> </ol> |
| Security & Investigative Services   | Security & Investigative Services   | Security & Investigative Services   |
| <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG04A Communicate in the workplace  | <b>UNIT:</b> PRSSG05A Manage conflict   | <b>UNIT:</b> PRSSG06A Maintain occupational health and safety   |
| <ol style="list-style-type: none"> <li>1 Act on instructions from supervising staff</li> <li>2 Manage information relating to the workplace</li> <li>3 Document incidents</li> <li>4 Communicate verbally</li> <li>5 Interact with the customer</li> <li>6 Provide advice to clients, customers and the public</li> </ol> | <ol style="list-style-type: none"> <li>1 Identify conflict situations</li> <li>2 Manage conflict situation</li> </ol>   | <ol style="list-style-type: none"> <li>1 Identify OH&amp;S risks</li> <li>2 Contribute to the ongoing development of site OH&amp;S procedures as appropriate</li> </ol>   |
| Security & Investigative Services   | Security & Investigative Services   | Security & Investigative Services   |
| <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG07A Manage own performance  | <b>UNIT:</b> PRSSG08A Operate basic security equipment  | <b>UNIT:</b> PRSSG09A Apprehend offenders   |
| <ol style="list-style-type: none"> <li>1 Plan for completion of own workload</li> <li>2 Maintain quality of own performance</li> </ol>  | <ol style="list-style-type: none"> <li>1 Operate communication equipment</li> <li>2 Operate computer equipment</li> <li>3 Check basic monitoring equipment</li> </ol>   | <ol style="list-style-type: none"> <li>1 Establish if lawful arrest should be effected</li> <li>2 Prepare for apprehension</li> <li>3 Perform the arrest</li> <li>4 Detain arrested person</li> </ol>   |

| Security & Investigative Services  | Security & Investigative Services   | Security & Investigative Services   |
|--|---|---|
| <b>SG SECURITY GUARDING</b>  | <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG10A Screen baggage and people to minimise security risk  | <b>UNIT:</b> PRSSG11A Escort and carry valuables  | <b>UNIT:</b> PRSSG12A Control crowds  |
| <ol style="list-style-type: none"> <li>1 Operate screening equipment</li> <li>2 Undertake search of persons</li> </ol>   | <ol style="list-style-type: none"> <li>1 Identify potential threats to client safety</li> <li>2 Escort persons</li> </ol>   | <ol style="list-style-type: none"> <li>1 Inspect venue</li> <li>2 Provide security presence</li> <li>3 Monitor crowd size</li> <li>4 Respond to potential crowd problems</li> <li>5 Monitor crowd behaviour and safety</li> <li>6 Direct crowds</li> </ol>        |
| Security & Investigative Services  | Security & Investigative Services   | Security & Investigative Services   |
| <b>SG SECURITY GUARDING</b>  | <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG14A Maintain prisoner security during escort   | <b>UNIT:</b> PRSSG15A Handle firearms   | <b>UNIT:</b> PRSSG16A Employ batons and handcuffs   |
| <ol style="list-style-type: none"> <li>1 Identify prisoner escort requirements</li> <li>2 Ensure prisoner is made ready to escort</li> <li>3 Escort prisoner</li> </ol>            | <ol style="list-style-type: none"> <li>1 Carry firearms</li> <li>2 Operate firearms</li> <li>3 Keep firearms in a safe and secure condition</li> </ol>  | <ol style="list-style-type: none"> <li>1 Carry batons/handcuffs</li> <li>2 Use batons/handcuffs</li> </ol>  |
| Security & Investigative Services  | Security & Investigative Services   | Security & Investigative Services   |
| <b>SG SECURITY GUARDING</b>  | <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG17A Maintain an effective relationship with clients/customers  | <b>UNIT:</b> PRSSG18A Work as part of a team  | <b>UNIT:</b> PRSSG19A Lead small teams  |
| <ol style="list-style-type: none"> <li>1 Maintain a professional image</li> <li>2 Meet client/customer requirements</li> <li>3 Build credibility with customers/clients</li> </ol> | <ol style="list-style-type: none"> <li>1 Establish role within the team</li> <li>2 Build credibility with other team members</li> <li>3 Contribute to team effectiveness</li> <li>4 Maintain an effective reporting procedure</li> <li>5 Provide back-up support</li> </ol> | <ol style="list-style-type: none"> <li>1 Provide team leadership</li> <li>2 Allocate responsibilities</li> <li>3 Set performance expectations for team members</li> <li>4 Maintain team performance</li> <li>5 Represent team's concerns to management</li> </ol> |

PRSSG20A Interpret information from advanced security equipment

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|---|--|---|
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  |
| <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>  | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG20A Interpret information from advanced security equipment  | <b>UNIT:</b> PRSSG21A Operate central monitoring/communication station   | <b>UNIT:</b> PRSSG22A Monitor field staff activity from control room  |
| <ol style="list-style-type: none"> <li>1 Evaluate information from multiple sources</li> <li>2 Respond to situations identified through security systems</li> <li>3 Maintain control of security systems</li> </ol> | <ol style="list-style-type: none"> <li>1 Update monitoring centre information</li> <li>2 Communicate client systems</li> <li>3 Assess the authenticity of client/customer requests</li> <li>4 Handover duties</li> <li>5 Respond to alarms received</li> </ol> | <ol style="list-style-type: none"> <li>1 Monitor safety of field staff</li> <li>2 Monitor security activity of field staff</li> <li>3 Coordinate responses to alarm signals</li> </ol>  |
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  |
| <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>  | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG23A Operate security vehicle  | <b>UNIT:</b> PRSSG24A Manage dogs for security patrols   | <b>UNIT:</b> PRSSG25A Provide emergency first aid   |
| <ol style="list-style-type: none"> <li>1 Maintain vehicle</li> <li>2 Drive to/from assignment</li> <li>3 Drive in response to an alarm signal or back-up request</li> </ol>   | <ol style="list-style-type: none"> <li>1 Select a suitable dog</li> <li>2 Maintain the health and hygiene of the dog</li> <li>3 Conduct dog patrol</li> <li>4 Respond to situations requiring the use of a dog</li> </ol>                                      | <ol style="list-style-type: none"> <li>1 Check site for danger</li> <li>2 Provide appropriate emergency treatment</li> <li>3 Monitor situation and arrange back-up</li> <li>4 Prepare and provide an incident report</li> </ol> |
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  |
| <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>  | <b>SG SECURITY GUARDING</b>   |
| <b>UNIT:</b> PRSSG26A Observe and monitor people  | <b>UNIT:</b> PRSSG27A Manage occupational health and safety in the workplace   | <b>UNIT:</b> PRSSG28A Interpret and comply with legal and procedural requirements   |
| <ol style="list-style-type: none"> <li>1 Prepare to monitor/observe</li> <li>2 Observe persons behaving suspiciously</li> <li>3 Respond to unlawful or suspicious incidents</li> </ol>                              | <ol style="list-style-type: none"> <li>1 Provide information to the workgroup about OH&amp;S</li> <li>2 Manage the implementation of OH&amp;S</li> <li>3 Implement procedures for providing OH&amp;S training</li> </ol>                                       | <ol style="list-style-type: none"> <li>1 Identify and apply regulatory guidelines to the requirements of the security function</li> <li>2 Confirm assignment procedures</li> <li>3 Complete relevant documentation</li> </ol>   |

| Security & Investigative Services  | Security & Investigative Services   | Security & Investigative Services  |
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| <b>SG SECURITY GUARDING</b>  | <b>SG SECURITY GUARDING</b>   | <b>SG SECURITY GUARDING</b>  |
| <b>UNIT:</b> THHADTHS02A Provide for safety of VIPs  | <b>UNIT:</b> THHADTHS01A Plan and conduct evacuation of premises  | <b>UNIT:</b> THHBTHS04A Manage intoxicated persons   |
| <ol style="list-style-type: none"> <li>1 Identify potential threats to client safety</li> <li>2 Run security checks on relevant staff</li> <li>3 Conduct search of premises</li> </ol>   | <ol style="list-style-type: none"> <li>1 Contribute to writing of policy and procedures for an evacuation situation</li> <li>2 Participate in conducting staff evacuation</li> <li>3 Communicate regularly with fire wardens</li> <li>4 Conduct evacuations</li> </ol>  | <ol style="list-style-type: none"> <li>1 Determine the level of intoxication</li> <li>2 Apply appropriate procedures</li> <li>3 Remove the person from premises</li> <li>4 Provide customer service</li> <li>5 Deal with underage drinkers</li> <li>6 Comply with legislation</li> </ol> |
| Security & Investigative Services  | Security & Investigative Services   | Security & Investigative Services  |
| <b>SG SECURITY GUARDING</b>  | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  |
| <b>UNIT:</b> THHBTHS16A Provide lost and found facility  | <b>UNIT:</b> PRSAS01A Undertake security assessment   | <b>UNIT:</b> PRSAS02A Assess security requirements in complex or high risk environments  |
| <ol style="list-style-type: none"> <li>1 Follow lost and found procedures</li> <li>2 Complete lost and found documentation</li> <li>3 Follow procedures for items claims</li> </ol>  | <ol style="list-style-type: none"> <li>1 Determine client's security requirements</li> <li>2 Conduct site assessment</li> <li>3 Document security assessment</li> </ol>   | <ol style="list-style-type: none"> <li>1 Review client requirements</li> <li>2 Assess site</li> <li>3 Document security assessment</li> </ol>  |
| Security & Investigative Services  | Security & Investigative Services   |  |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   |  |
| <b>UNIT:</b> PRSAS03A Specify and configure security system  | <b>UNIT:</b> PRSAS04A Provide estimate and quote  |  |
| <ol style="list-style-type: none"> <li>1 Clarify client requirements for security system</li> <li>2 Clarify site requirements</li> <li>3 Prepare system schematics and specifications</li> <li>4 Configure security system specification</li> <li>5 Confirm security system specification and configuration with client</li> </ol> | <ol style="list-style-type: none"> <li>1 Determine security equipment/system requirements</li> <li>2 Price labour, equipment, materials and other relevant items and establish availability</li> <li>3 Estimate labour, materials and other relevant item requirements</li> <li>4 Document and confirm quotation with client</li> </ol> |  |

PRSSG20A Interpret information from advanced security equipment

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| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  |
| <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> PRSAS05A Prepare detailed tender   | <b>UNIT:</b> PRSAS06A Plan and schedule installation   | <b>UNIT:</b> PRSAS07A Coordinate installation   |
| <ol style="list-style-type: none"> <li>1 Analyse tender requirements</li> <li>2 Determine ability to meet tender requirements and conditions</li> <li>3 Estimate costs</li> <li>4 Prepare tender submission</li> <li>5 Present tender submission where appropriate</li> <li>6 Obtain confirmed agreement where appropriate</li> </ol>   | <ol style="list-style-type: none"> <li>1 Determine job requirements</li> <li>2 Allocate and order resource requirements</li> <li>3 Schedule installation events</li> <li>4 Document work order where required</li> </ol> | <ol style="list-style-type: none"> <li>1 Monitor installation progress</li> <li>2 Adjust work requirements where required</li> <li>3 Check for completion of installation and correct operation</li> </ol>  |
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  |
| <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> TCO5 A 97 Install cable and cable support system   | <b>UNIT:</b> PRSAS09A Install security equipment/system  | <b>UNIT:</b> PRSAS10A Install CCTV system   |
| <ol style="list-style-type: none"> <li>1 Prepare for cable installation</li> <li>2 Plan cable run</li> <li>3 Prepare for cable support installation</li> <li>4 Determine support method</li> <li>5 Markout and install fixings</li> <li>6 Install support structures</li> <li>7 Install cable</li> <li>8 Clean up worksite</li> <li>9 Document cabling installation where required</li> </ol> | <ol style="list-style-type: none"> <li>1 Prepare for installation</li> <li>2 Install security equipment/system</li> <li>3 Clean up worksite</li> <li>4 Document installation where required</li> </ol>                   | <ol style="list-style-type: none"> <li>1 Prepare for installation</li> <li>2 Install monitors and recording systems</li> <li>3 Install camera and housing</li> <li>4 Clean up worksite</li> <li>5 Document installation where required</li> </ol> |
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  |
| <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> PRSAS11A Install mechanical lock/locking system  | <b>UNIT:</b> PRSAS12A Program security equipment/system  | <b>UNIT:</b> PRSAS13A Test installed security equipment/system  |
| <ol style="list-style-type: none"> <li>1 Prepare for installation</li> <li>2 Install mechanical lock/locking system</li> <li>3 Clean up worksite</li> <li>4 Document installation where required</li> </ol>   | <ol style="list-style-type: none"> <li>1 Prepare for programming</li> <li>2 Program equipment/system</li> <li>3 Clean up worksite</li> <li>4 Document programming where required</li> </ol>                              | <ol style="list-style-type: none"> <li>1 Prepare for equipment/system test</li> <li>2 Perform tests</li> <li>3 Interpret results and determine action</li> <li>4 Clean up worksite</li> <li>5 Document test results</li> </ol>                    |

| Security & Investigative Services  | Security & Investigative Services  | Security & Investigative Services  |
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| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>  |
| <b>UNIT:</b> PRSAS14A Commission security equipment/system   | <b>UNIT:</b> PRSAS15A Plan and schedule routine maintenance, repairs and modifications   | <b>UNIT:</b> PRSAS16A Identify and diagnose electronic security equipment/system fault   |
| <ol style="list-style-type: none"> <li>1 Prepare for commissioning</li> <li>2 Explain equipment/system functions and capabilities and hand over equipment/system</li> <li>3 Document commissioning</li> </ol>  | <ol style="list-style-type: none"> <li>1 Determine job requirements</li> <li>2 Allocate and order resource requirements</li> <li>3 Schedule work</li> <li>4 Document work order where required</li> </ol>  | <ol style="list-style-type: none"> <li>1 Identify and clarify nature of problem</li> <li>2 Establish context and background information</li> <li>3 Determine and rank likely causes of fault</li> <li>4 Apply checks and tests</li> <li>5 Use appropriate tools and equipment where required</li> <li>6 Apply fault finding methodology</li> <li>7 Document diagnosis of fault where required</li> </ol> |
| Security & Investigative Services  | Security & Investigative Services  | Security & Investigative Services  |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>  |
| <b>UNIT:</b> PRSAS17A Identify and diagnose CCTV equipment/system fault  | <b>UNIT:</b> PRSAS18A Identify and diagnose mechanical lock/locking system fault   | <b>UNIT:</b> PRSAS19A Repair security equipment/system fault   |
| <ol style="list-style-type: none"> <li>1 Identify and clarify nature of problem</li> <li>2 Establish context and background information</li> <li>3 Determine and rank likely causes of fault</li> <li>4 Apply checks and tests for operation</li> <li>5 Check output to screen/monitor or video</li> <li>6 Apply checks and tests for output</li> <li>7 Use appropriate tools and equipment where required</li> <li>8 Apply fault finding methodology</li> <li>9 Document diagnosis of fault where required</li> </ol> | <ol style="list-style-type: none"> <li>1 Identify and clarify nature of problem</li> <li>2 Establish context and background information</li> <li>3 Determine and rank likely causes of fault</li> <li>4 Apply checks and tests</li> <li>5 Check locking function</li> <li>6 Use appropriate tools and equipment where required</li> <li>7 Apply fault finding methodology</li> <li>8 Document diagnosis of fault where required</li> </ol> | <ol style="list-style-type: none"> <li>1 Prepare for repairs</li> <li>2 Conduct repairs</li> <li>3 Clean up worksite</li> <li>4 Document repairs</li> </ol>  |

PRSSG20A Interpret information from advanced security equipment

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| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  |
| <b>UNIT:</b> PRSAS20A Maintain security equipment/system   | <b>UNIT:</b> PRSAS21A Maintain mechanical lock/locking system   | <b>UNIT:</b> PRSAS22A Determine security equipment/system modifications  |
| <ol style="list-style-type: none"> <li>1 Prepare for maintenance</li> <li>2 Conduct maintenance</li> <li>3 Clean up worksite</li> <li>4 Document maintenance where required</li> </ol>                   | <ol style="list-style-type: none"> <li>1 Prepare for maintenance</li> <li>2 Carry out maintenance on mechanical locks</li> <li>3 Carry out maintenance on mechanical locking systems</li> <li>4 Clean up worksite</li> <li>5 Document maintenance where required</li> </ol> | <ol style="list-style-type: none"> <li>1 Determine modifications</li> <li>2 Document modifications</li> </ol>  |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  |
| <b>UNIT:</b> PRSAS23A Modify security equipment/system   | <b>UNIT:</b> PRSAS24A Decommission security equipment/system  | <b>UNIT:</b> PRSAS25A Remove security equipment/system   |
| <ol style="list-style-type: none"> <li>1 Prepare for modifications</li> <li>2 Conduct modifications</li> <li>3 Clean up worksite</li> <li>4 Document modifications</li> </ol>                            | <ol style="list-style-type: none"> <li>1 Prepare for decommission of equipment/system</li> <li>2 Decommission equipment/system</li> <li>3 Document decommission</li> </ol>  | <ol style="list-style-type: none"> <li>1 Prepare for removal of equipment/system</li> <li>2 Remove equipment/system</li> <li>3 Dispose of equipment/system</li> <li>4 Clean up worksite</li> <li>5 Document removal</li> </ol>   |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  |
| <b>UNIT:</b> PRSAS26A Establish and set up monitoring parameters   | <b>UNIT:</b> PRSAS27A Implement monitoring procedures   | <b>UNIT:</b> PRSAS28A Prepare a business plan  |
| <ol style="list-style-type: none"> <li>1 Determine monitoring parameters</li> <li>2 Enter data and monitoring parameters</li> <li>3 Test for correct operation</li> <li>4 Document monitoring</li> </ol> | <ol style="list-style-type: none"> <li>1 Observe data and information received</li> <li>2 Respond to data and information</li> <li>3 Document monitoring and response</li> </ol>  | <ol style="list-style-type: none"> <li>1 Identify services to be provided</li> <li>2 Develop a market entry strategy</li> <li>3 Establish performance targets</li> <li>4 Identify support requirements to achieve targets</li> <li>5 Prepare financial forecasts</li> <li>6 Plan implementation</li> <li>7 Document the business plan</li> <li>8 Review the business plan</li> </ol> |

PRSSG20A Interpret information from advanced security equipment

|  |   |   |
|--|---|---|
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> PRSAS29A Develop and implement company policy and procedures  | <b>UNIT:</b> PRSAS30A Develop and implement a human resource plan   | <b>UNIT:</b> PRSAS31A Develop and implement financial recording systems   |
| <ol style="list-style-type: none"> <li>1 Establish the need for policy and procedures</li> <li>2 Facilitate the development of policy and procedures</li> <li>3 Document draft policy and procedures</li> <li>4 Implement policy and procedures</li> <li>5 Review policy and procedures against business objectives</li> </ol> | <ol style="list-style-type: none"> <li>1 Analyse present staff profile</li> <li>2 Determine future human resource requirements of the company</li> <li>3 Develop a human resource plan to bridge any gaps</li> <li>4 A workplace plan is agreed and put in place</li> </ol> | <ol style="list-style-type: none"> <li>1 Identify financial system/procedure requirements</li> <li>2 Review and modify financial recording systems</li> <li>3 Review and modify financial recording procedures</li> </ol>   |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> PRSAS32A Prepare budgets  | <b>UNIT:</b> PRSAS33A Develop and implement a marketing strategy  | <b>UNIT:</b> PRSAS34A Respond to customer inquiry   |
| <ol style="list-style-type: none"> <li>1 Identify context for budget</li> <li>2 Analyse current position</li> <li>3 Forecast income and expenditure</li> <li>4 Prepare working budget</li> <li>5 Prepare final budget</li> </ol>   | <ol style="list-style-type: none"> <li>1 Evaluate markets and company capacity for service</li> <li>2 Develop marketing strategies and plans</li> <li>3 Implement marketing strategies</li> <li>4 Monitor marketing strategy</li> </ol>                                     | <ol style="list-style-type: none"> <li>1 Identify nature and type of inquiry</li> <li>2 Research information relevant to inquiry</li> <li>3 Determine suitable response</li> <li>4 Communicate advice and pricing information</li> <li>5 Update relevant files and records</li> </ol> |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> PRSAS35A Resolve client problems  | <b>UNIT:</b> PRSAS36A Maintain financial records  | <b>UNIT:</b> PRSAS37A Maintain a cash receiving system  |
| <ol style="list-style-type: none"> <li>1 Confirm client problems</li> <li>2 Consider response options</li> <li>3 Communicate with clients and/or their agents to resolve problems</li> <li>4 Update policy and procedures where required</li> </ol>  | <ol style="list-style-type: none"> <li>1 Reconcile accounts to balance</li> <li>2 Prepare financial institution reconciliations</li> <li>3 Make journal entries</li> </ol>  | <ol style="list-style-type: none"> <li>1 Process payments</li> <li>2 Record transactions</li> </ol>   |

| Security & Investigative Services  | Security & Investigative Services  | Security & Investigative Services   |
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| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> PRSAS38A Process accounts receivable and payable  | <b>UNIT:</b> PRSAS39A Maintain credit control  | <b>UNIT:</b> PRSAS40A Maintain asset management records and control   |
| <ol style="list-style-type: none"> <li>1 Collect information and calculate invoice</li> <li>2 Render accounts receivable</li> <li>3 Provide accounts receivable support service</li> <li>4 Reconcile invoices for payment</li> <li>5 Process documentation for payment</li> <li>6 Maintain accounts payable records</li> </ol> | <ol style="list-style-type: none"> <li>1 Identify overdue accounts</li> <li>2 Notify debtor and negotiate payment</li> </ol>   | <ol style="list-style-type: none"> <li>1 Classify assets</li> <li>2 Record assets</li> <li>3 Determine value of assets</li> <li>4 Maintain asset management system</li> </ol>   |
| Security & Investigative Services  | Security & Investigative Services  | Security & Investigative Services   |
| <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>  | <b>AS ACCESS SECURITY</b>   |
| <b>UNIT:</b> PRSAS41A Process payroll  | <b>UNIT:</b> PRSAS42A Maintain and service equipment   | <b>UNIT:</b> PRSAS43A Organise and manage projects and/or services  |
| <ol style="list-style-type: none"> <li>1 Collect and process payroll documentation</li> <li>2 Process payment of wages and salaries</li> <li>3 Prepare and process payroll creditors</li> <li>4 Provide information</li> <li>5 Maintain records</li> </ol>   | <ol style="list-style-type: none"> <li>1 Carry out regular inspection of equipment</li> <li>2 Carry out service and repair of equipment</li> <li>3 Complete necessary documentation</li> </ol> | <ol style="list-style-type: none"> <li>1 Identify work requirements</li> <li>2 Organise equipment, supplies and materials</li> <li>3 Allocate work and activities</li> <li>4 Communicate work requirements</li> <li>5 Provide suitable training and assessment opportunities</li> <li>6 Monitor work activity to meet specifications</li> </ol> |

| Security & Investigative Services   | Security & Investigative Services   | Security & Investigative Services  |
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| <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>   | <b>AS ACCESS SECURITY</b>  |
| <b>UNIT:</b> PRSAS44A Prepare and implement employment arrangements   | <b>UNIT:</b> PRSAS45A Review and manage staff performance   | <b>UNIT:</b> PRSAS46A Supervise staff  |
| <ol style="list-style-type: none"> <li>1 Prepare position and job profile/description</li> <li>2 Recruit staff</li> <li>3 Implement award/contract arrangements</li> </ol>  | <ol style="list-style-type: none"> <li>1 Develop an appropriate review process</li> <li>2 Develop and train staff in performance management system</li> <li>3 Undertake staff performance assessment</li> <li>4 Implement performance management system where appropriate</li> <li>5 Devise and implement staff development strategies</li> <li>6 Counsel staff</li> <li>7 Implement disciplinary and termination procedures</li> </ol> | <ol style="list-style-type: none"> <li>1 Supervise staff workload</li> <li>2 Provide feedback to management on staffing matters</li> <li>3 Advise staff on company requirements applying to the workplace</li> <li>4 Monitor and maintain effective individual and team performance</li> <li>5 Identify and develop individual employee potential</li> <li>6 Maintain records</li> </ol> |
| Security & Investigative Services   | Security & Investigative Services   | Security & Investigative Services  |
| <b>AS ACCESS SECURITY</b>   | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSAS47A Control and monitor finances  | <b>UNIT:</b> PRSIR01A Define scope of task  | <b>UNIT:</b> PRSIR02A Identify assets  |
| <ol style="list-style-type: none"> <li>1 Allocate funds</li> <li>2 Manage cash flow</li> <li>3 Monitor and control activities against budget</li> <li>4 Prepare reports</li> </ol>  | <ol style="list-style-type: none"> <li>1 Identify task</li> <li>2 Establish terms of reference</li> <li>3 Gather preliminary background information</li> <li>4 Develop strategies</li> </ol>  | <ol style="list-style-type: none"> <li>1 List assets</li> <li>2 Identify status of assets</li> <li>3 Determine importance of assets</li> <li>4 Disseminate findings</li> </ol>   |
| Security & Investigative Services   | Security & Investigative Services   | Security & Investigative Services  |
| <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSIR03A Assess threat   | <b>UNIT:</b> PRSIR04A Undertake consequence analysis  | <b>UNIT:</b> PRSIR03A Assess vulnerability of assets   |
| <ol style="list-style-type: none"> <li>1 Identify existing and potential threat</li> <li>2 Identify cause of potential or existing threat</li> <li>3 Identify sources of potential or existing threat</li> <li>4 Determine level of threat</li> <li>5 Monitor threat environment</li> </ol> | <ol style="list-style-type: none"> <li>1 Confirm organisation's objectives</li> <li>2 Confirm importance of asset</li> <li>3 Determine consequence if threat realised</li> <li>4 Identify contingency (continuity) requirements</li> </ol>  | <ol style="list-style-type: none"> <li>1 Confirm terms of reference</li> <li>2 Identify existing or planned protective security treatment</li> <li>3 Test effectiveness of existing or planned treatments</li> <li>4 Evaluate effectiveness of existing and planned treatment</li> </ol>   |

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| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>IR INVESTIGATION</b>  | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSIR06A Assess risks   | <b>UNIT:</b> PRSIR07A Assess security risk management options   | <b>UNIT:</b> PRSIR08A Prepare security risk management plan  |
| <ol style="list-style-type: none"> <li>1 Identify risks</li> <li>2 Analyse risks</li> <li>3 Determine risk potential</li> </ol>  | <ol style="list-style-type: none"> <li>1 Identify treatment options</li> <li>2 Compare identified risks and options</li> <li>3 Select options</li> <li>4 Advise client</li> </ol> | <ol style="list-style-type: none"> <li>1 Confirm acceptance of treatment recommendations</li> <li>2 Prioritise implementation strategies</li> <li>3 Develop the security risk management plan</li> </ol>   |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>IR INVESTIGATION</b>  | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSIR09A Prepare and coordinate the implementation of the security risk management plan   | <b>UNIT:</b> PRSIR10A Communicate security requirements   | <b>UNIT:</b> PRSIR11A Monitor security risk management plan  |
| <ol style="list-style-type: none"> <li>1 Identify key components</li> <li>2 Identify and document phases of implementation</li> <li>3 Identify key players and resources</li> </ol>    | <ol style="list-style-type: none"> <li>1 Identify required outcomes</li> <li>2 Select method</li> <li>3 Implement program</li> <li>4 Instigate a review program</li> </ol>        | <ol style="list-style-type: none"> <li>1 Establish monitoring procedures</li> <li>2 Collect and record results of monitoring process</li> <li>3 Evaluate results</li> <li>4 Implement corrective measures</li> </ol>   |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>IR INVESTIGATION</b>  | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSIR12A Review security risk management plan   | <b>UNIT:</b> PRSIR13A Select method of gathering information  | <b>UNIT:</b> PRSIR14A Gather information by surveillance   |
| <ol style="list-style-type: none"> <li>1 Establish review procedures</li> <li>2 Test existing measures</li> <li>3 Evaluate results</li> <li>4 Implement corrective measures</li> </ol> | <ol style="list-style-type: none"> <li>1 Compile background information</li> <li>2 Compare alternative methods</li> <li>3 Choose appropriate method</li> </ol>                    | <ol style="list-style-type: none"> <li>1 Receive instructions from client</li> <li>2 Confirm acceptance of assignment</li> <li>3 Conduct reconnaissance</li> <li>4 Plan surveillance</li> <li>5 Initiate surveillance</li> <li>6 Conduct surveillance</li> <li>7 Complete documentation</li> </ol> |

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| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSIR15A Gather information by factual investigation   | <b>UNIT:</b> PRSIR16A Select, obtain and store specialist information gathering equipment   | <b>UNIT:</b> PRSIR17A Conduct interview and take statement   |
| <ol style="list-style-type: none"> <li>1 Review instructions from client</li> <li>2 Complete preparatory tasks</li> <li>3 Plan for gathering information</li> <li>4 Identify and acquire equipment</li> <li>5 Gather information</li> <li>6 Maintain contact with client</li> <li>7 Report results</li> </ol> | <ol style="list-style-type: none"> <li>1 Identify range of activities requiring gathering of information</li> <li>2 Determine equipment required</li> <li>3 Obtain equipment</li> <li>4 Maintain and store equipment</li> </ol> | <ol style="list-style-type: none"> <li>1 Prepare for interview</li> <li>2 Select location</li> <li>3 Conduct interview</li> <li>4 Summarise interview</li> <li>5 Take statement</li> <li>6 Terminate interview and complete documentation</li> </ol> |
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSIR18A Repair and maintain equipment   | <b>UNIT:</b> PRSIR19A Select, equip and operate a surveillance vehicle  | <b>UNIT:</b> PRSIR20A Compile written report   |
| <ol style="list-style-type: none"> <li>1 Identify need to replace, repair and service equipment</li> <li>2 Prepare a plan for service and repair of equipment</li> <li>3 Carry out service and repair of equipment</li> <li>4 Complete necessary documentation</li> </ol>                                     | <ol style="list-style-type: none"> <li>1 Select surveillance vehicle</li> <li>2 Set-up vehicle</li> <li>3 Operate surveillance vehicle</li> <li>4 Maintain vehicle</li> </ol>   | <ol style="list-style-type: none"> <li>1 Assemble information</li> <li>2 Determine report format</li> <li>3 Compile report</li> <li>4 Process report and respond to queries</li> </ol>   |
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>   |
| <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>  |
| <b>UNIT:</b> PRSIR21A Store and protect information   | <b>UNIT:</b> PRSIR22A Prepare evidence for use in court   | <b>UNIT:</b> PRSIR23A Give evidence in court   |
| <ol style="list-style-type: none"> <li>1 Define storage needs</li> <li>2 Store information</li> <li>3 Dispose of information</li> </ol>   | <ol style="list-style-type: none"> <li>1 Select evidence</li> <li>2 Identify evidence</li> <li>3 Prepare evidence</li> <li>4 Store evidence</li> </ol>  | <ol style="list-style-type: none"> <li>1 Prepare for court proceedings</li> <li>2 Present evidence</li> <li>3 Follow-up outcomes of legal proceedings</li> </ol>   |

PRSSG20A Interpret information from advanced security equipment

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| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  |
| <b>IR INVESTIGATION</b>  | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   |
| <b>UNIT:</b> PRSIR24A Implement and monitor financial administration systems   | <b>UNIT:</b> PRSIR25A Develop and implement a business plan   | <b>UNIT:</b> PRSIR26A Maintain financial records  |
| <ol style="list-style-type: none"> <li>1 Establish and maintain financial records</li> <li>2 Prepare financial reports</li> <li>3 Monitor financial transactions</li> </ol>  | <ol style="list-style-type: none"> <li>1 Establish business objectives and monitoring system</li> <li>2 Identify support requirements to achieve objectives</li> <li>3 Prepare financial forecasts</li> <li>4 Formulate and document business plan</li> </ol>   | <ol style="list-style-type: none"> <li>1 Reconcile accounts to balance</li> <li>2 Prepare financial institution reconciliations</li> <li>3 Make journal entries</li> </ol>  |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  |
| <b>IR INVESTIGATION</b>  | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   |
| <b>UNIT:</b> PRSIR27A Prepare budgets  | <b>UNIT:</b> PRSIR28A Maintain customer relations   | <b>UNIT:</b> PRSIR29A Establish and implement a marketing strategy  |
| <ol style="list-style-type: none"> <li>1 Identify context for budget</li> <li>2 Analyse current position</li> <li>3 Forecast income and expenditure</li> <li>4 prepare working budget</li> <li>5 Prepare final budget</li> </ol> | <ol style="list-style-type: none"> <li>1 Build and maintain customer relations</li> <li>2 Build credibility with clients</li> <li>3 Respond to client inquiries</li> </ol>  | <ol style="list-style-type: none"> <li>1 Evaluate markets and company capacity for service</li> <li>2 Develop marketing strategies and plans</li> <li>3 Implement marketing strategies</li> <li>4 Monitor marketing strategy</li> </ol> |
| <b>Security &amp; Investigative Services</b>   | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  |
| <b>IR INVESTIGATION</b>  | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   |
| <b>UNIT:</b> PRSIR30A Provide office activities  | <b>UNIT:</b> PRSIR31A Undertake process improvement to reduce costs and improve quality service   | <b>UNIT:</b> PRSIR32A Provide quotation   |
| <ol style="list-style-type: none"> <li>1 Provide support services</li> <li>2 Administer office activities</li> </ol>   | <ol style="list-style-type: none"> <li>1 Identify opportunities for process change</li> <li>2 Encourage development of ideas for improvement</li> <li>3 Assess viability of new ideas</li> <li>4 Develop alternatives for process improvement</li> <li>5 Arrangement implementation of viable change</li> </ol> | <ol style="list-style-type: none"> <li>1 Confirm client needs</li> <li>2 Gather background information</li> <li>3 Determine method of operation</li> <li>4 Determine fee</li> <li>5 Document quotation</li> </ol>                       |

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| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  |
| <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   |
| <b>UNIT:</b> PRSIR33A Lead small teams  | <b>UNIT:</b> PRSIR34A Supervise staff   | <b>UNIT:</b> PRSIR35A Monitor and review staff performance  |
| <ol style="list-style-type: none"> <li>1 Provide team leadership</li> <li>2 Allocate responsibilities</li> <li>3 Set performance expectations for team members</li> <li>4 Maintain team performance</li> <li>5 Represent team's concerns to management</li> </ol>   | <ol style="list-style-type: none"> <li>1 Supervise staff workload</li> <li>2 Provide feedback to management on staffing matters</li> <li>3 Advise staff on policies and procedures applying to the workplace</li> <li>4 Monitor and maintain effective individual and team performance</li> <li>5 Identify and develop individual employee potential</li> <li>6 Maintain records</li> </ol> | <ol style="list-style-type: none"> <li>1 Undertake staff performance assessment</li> <li>2 Implement rewards and incentives scheme</li> <li>3 Counsel staff</li> <li>4 Implement disciplinary and termination procedures</li> </ol> |
| <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Investigative Services</b>  | <b>Security &amp; Inves1igative Services</b>  |
| <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   | <b>IR INVESTIGATION</b>   |
| <b>UNIT:</b> PRSIR36A Organise and monitor field operations   | <b>UNIT:</b> PRSIR37A Develop and Implement a human resource plan   | <b>UNIT:</b> PRSIR38A Maintain occupational health and safety   |
| <ol style="list-style-type: none"> <li>1 Identify work requirements</li> <li>2 Organise equipment and materials</li> <li>3 Allocate work areas and activities</li> <li>4 Communicate work requirements</li> <li>5 Provide suitable training and assessment opportunities</li> <li>6 Monitor work activities to meet specifications</li> </ol> | <ol style="list-style-type: none"> <li>1 Determine the human resource requirements of the organisation</li> <li>2 Prepare a human resource plan</li> <li>3 Recruit staff</li> <li>4 Manage industrial relations issues</li> <li>5 Develop and implement equal employment opportunity policy</li> <li>6 Ensure the adoption of safe working practices</li> </ol>                             | <ol style="list-style-type: none"> <li>1 Identify OH&amp;S risks</li> <li>2 Contribute to the on-going development of the organisation's OH&amp;S procedures</li> </ol>   |
| <b>Security &amp; Investigative Services</b>  |   |   |
| <b>IR INVESTIGATION</b>   |   |   |
| <b>UNIT:</b> PRSIR39A Manage occupational health and safety in the workplace  |   |   |
| <ol style="list-style-type: none"> <li>1 Provide information to the work group about OH&amp;S</li> <li>2 Manage the implementation of OH&amp;S</li> <li>3 Implement procedures for providing OH&amp;S training</li> </ol>   |   |   |

**Appendix B: KEY COMPETENCIES WITHIN THE STANDARDS**

The following table provides an analysis of the key competencies included in units of competency in the industry recognition framework.

- **Security Guarding (Guard Operations and Control Room Monitoring)**

| Unit No. | Unit Title  | I<br>N<br>F<br>O<br>R<br>M<br>A<br>T<br>I<br>O<br>N | C<br>O<br>M<br>M<br>U<br>N<br>I<br>C<br>A<br>T<br>I<br>O<br>N | P<br>L<br>A<br>N<br>N<br>I<br>N<br>G | T<br>E<br>A<br>M<br>S | M<br>A<br>T<br>H<br>E<br>M<br>A<br>T<br>I<br>C<br>S | P<br>R<br>O<br>B<br>L<br>E<br>M<br>S<br>O<br>L<br>V<br>I<br>N<br>G | T<br>E<br>C<br>H<br>N<br>O<br>L<br>O<br>G<br>Y | C<br>U<br>L<br>T<br>U<br>R<br>A<br>L |
|----------|---|---|---|--------------------------------------|-----------------------|---|--|--|--------------------------------------|
| PRSSG01A | Maintain the security of premises and property      | 1   | 1   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG02A | Control access to and exit from premises            | 1   | 1   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG03A | Maintain safety of premises and personnel           | 1   | 1   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG04A | Communicate in the workplace                        | 2   | 2   | 1                                    | 2                     | 1   | 2  | 1  | 2                                    |
| PRSSG05A | Manage conflict                                     | 2   | 2   | 1                                    | 2                     | 1   | 2  | 1  | 2                                    |
| PRSSG06A | Maintain occupational health and safety             | 2   | 2   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG07A | Manage own performance                              | 2   | 2   | 1                                    | 2                     | 1   | 2  | 1  | 2                                    |
| PRSSG08A | Operate basic security equipment                    | 1   | 2   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG09A | Apprehend offenders                                 | 1   | 1   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG10A | Screen baggage and people to minimise security risk | 1   | 1   | 1                                    | 1                     | 1   | 1  | 1  | 2                                    |
| PRSSG11A | Escort and carry valuables                          | 1   | 1   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG12A | Provide for safety of persons                       | 1   | 1   | 1                                    | 1                     | 1   | 1  | 1  | 1                                    |
| PRSSG13A | Control crowds                                      | 1   | 1   | 1                                    | 1                     | 1   | 2  | 1  | 1                                    |

PRSSG20A Interpret information from advanced security equipment

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|----------|---|---|---|---|---|---|---|---|---|
| PRSSG14A | Maintain prisoner security during escort                    | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG15A | Handle firearms   | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG16A | Employ batons and handcuffs                                 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG17A | Maintain an effective relationship with clients/customers   | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG18A | Work as part of a team                                      | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 1 |
| PRSSG19A | Lead small teams  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG20A | Interpret information from advanced security equipment      | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG21A | Operate central monitoring/communication station            | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| PRSSG22A | Monitor field staff activity from control room              | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| PRSSG23A | Operate security vehicle                                    | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG24A | Manage dogs for security patrols                            | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 1 |
| PRSSG25A | Provide emergency first aid                                 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG26A | Observe and monitor people                                  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSSG27A | Manage occupational health and safety in the workplace      | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 1 |
| PRSSG28A | Interpret and comply with legal and procedural requirements | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| THHBTHS  | Provide for the safety of VIPs                              | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| THHBTHS  | Plan and conduct evacuation of premises                     | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| THHBTHS  | Provide lost and found facility                             | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| THHBTHS  | Use cultural awareness to improve work relationships        | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 2 |
| THHBTHS  | Manage intoxicated persons                                  | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 2 |

• Access Security

| Unit No  | Unit Title  | I<br>N<br>F<br>O<br>R<br>M<br>A<br>T<br>I<br>O<br>N | C<br>O<br>M<br>M<br>U<br>N<br>I<br>C<br>A<br>T<br>I<br>O<br>N | P<br>L<br>A<br>N<br>N<br>I<br>N<br>G | T<br>E<br>A<br>M<br>S | M<br>A<br>T<br>H<br>E<br>M<br>A<br>T<br>I<br>C<br>S | P<br>R<br>O<br>B<br>L<br>E<br>M<br>S<br>O<br>L<br>V<br>I<br>N<br>G | T<br>E<br>C<br>H<br>N<br>O<br>L<br>O<br>G<br>Y | C<br>U<br>L<br>T<br>U<br>R<br>E |
|----------|---|---|---|--------------------------------------|-----------------------|---|--|--|---------------------------------|
| PRSAS01A | Undertake security assessment                                     | 2   | 2   | 1                                    | 1                     | 1   | 1  | 1  | 1                               |
| PRSAS02A | Assess security requirements in complex or high risk environments | 2   | 2   | 2                                    | 1                     | 2   | 2  | 2  | 1                               |
| PRSAS03A | Specify and configure security system                             | 2   | 2   | 1                                    | 1                     | 2   | 1  | 2  | 1                               |
| PRSAS04A | Provide estimate and quote  | 1   | 2   | 2                                    | 2                     | 1   | 2  | 2  | 1                               |
| PRSAS05A | Prepare detailed tender   | 2   | 2   | 2                                    | 2                     | 1   | 2  | 2  | 1                               |
| PRSAS06A | Plan and schedule installation                                    | 2   | 2   | 2                                    | 2                     | 1   | 2  | 1  | 1                               |
| PRSAS07A | Coordinate installation   | 2   | 2   | 2                                    | 2                     | 1   | 2  | 1  | 1                               |
| TC05     | Install cable and cable support systems                           | 2   | 2   | 2                                    | 2                     | 1   | 2  | 1  | 1                               |
| PRSAS09A | Install security equipment/system                                 | 1   | 1   | 1                                    | 1                     | 1   | 1  | 2  | 1                               |
| PRSAS10A | Install CCTV system   | 1   | 1   | 1                                    | 1                     | 1   | 1  | 2  | 1                               |
| PRSAS11A | Install mechanical lock/locking system                            | 1   | 1   | 1                                    | 1                     | 1   | 1  | 2  | 1                               |
| PRSAS12A | Program security equipment/system                                 | 1   | 1   | 1                                    | 1                     | 1   | 1  | 2  | 1                               |
| PRSAS13A | Test installed security equipment/system                          | 1   | 1   | 1                                    | 1                     | 1   | 1  | 2  | 1                               |
| PRSAS14A | Commission security equipment/system                              | 1   | 1   | 1                                    | 1                     | 1   | 1  | 2  | 1                               |

PRSSG20A Interpret information from advanced security equipment

|          |  |   |   |   |   |   |   |   |   |
|----------|--|---|---|---|---|---|---|---|---|
| PRSAS15A | Plan and schedule routine maintenance, repairs and modifications | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 |
| PRSAS16A | Identify and diagnose electronic security equipment system/fault | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 1 |
| PRSAS17A | Identify and diagnose CCTV equipment/system fault                | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 1 |
| PRSAS18A | Identify and diagnose mechanical lock/locking system fault       | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 1 |
| PRSAS19A | Repair security equipment/system                                 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 1 |
| PRSAS20A | Maintain security equipment/system                               | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSAS21A | Maintain mechanical lock/locking system                          | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSAS22A | Determine security equipment/system modifications                | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 1 |
| PRSAS23A | Modify security equipment/system                                 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 1 |
| PRSAS24A | Decommission security equipment/system                           | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSAS25A | Remove security equipment/system                                 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSAS26A | Establish and set up monitoring parameters                       | 2 | 2 | 2 | 1 | 1 | 1 | 2 | 1 |
| PRSAS27A | Implement monitoring procedures                                  | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSAS28A | Prepare a business plan  | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 2 |
| PRSAS29A | Develop and implement policy and procedures                      | 3 | 3 | 2 | 2 | 3 | 3 | 2 | 1 |
| PRSAS30A | Develop and implement a human resource plan                      | 3 | 3 | 2 | 2 | 1 | 2 | 1 | 2 |
| PRSAS31A | Develop and implement financial recording systems                | 3 | 2 | 2 | 2 | 1 | 3 | 2 | 1 |
| PRSAS32A | Prepare budgets  | 3 | 2 | 2 | 2 | 3 | 2 | 2 | 1 |
| PRSAS33A | Develop and implement a marketing strategy                       | 3 | 3 | 3 | 2 | 2 | 2 | 1 | 2 |

PRSSG20A Interpret information from advanced security equipment

|          |   |   |   |   |   |   |   |   |   |
|----------|---|---|---|---|---|---|---|---|---|
| PRSAS34A | Respond to customer inquiry                   | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSAS35A | Resolve client problems                       | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 |
| PRSAS36A | Maintain financial records                    | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| PRSAS37A | Maintain a cash receipting system             | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSAS38A | Process accounts payable and receivable       | 2 | 2 | 2 | 1 | 1 | 1 | 2 | 1 |
| PRSAS39A | Maintain credit control                       | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 |
| PRSAS40A | Maintain asset records and control            | 2 | 2 | 2 | 1 | 1 | 1 | 2 | 1 |
| PRSAS41A | Process payroll                               | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 1 |
| PRSAS42A | Maintain and service equipment                | 1 | 2 | 2 | 1 | 1 | 1 | 2 | 1 |
| PRSAS43A | Organise and manage projects and/or services  | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 1 |
| PRSAS44A | Prepare and implement employment arrangements | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 2 |
| PRSAS45A | Review and manage staff performance           | 2 | 3 | 3 | 3 | 2 | 3 | 1 | 3 |
| PRSAS46A | Supervise staff                               | 2 | 2 | 2 | 1 | 1 | 1 | 2 | 1 |
| PRSAS47A | Control and monitor finances                  | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 1 |

| UNIT NO  | UNIT TITLE  | I<br>N<br>F<br>O<br>R<br>M<br>A<br>T<br>I<br>O<br>N | C<br>O<br>M<br>M<br>U<br>N<br>I<br>C<br>A<br>T<br>I<br>O<br>N | P<br>L<br>A<br>N<br>N<br>I<br>N<br>G | T<br>E<br>A<br>M<br>S | M<br>A<br>T<br>H<br>E<br>M<br>A<br>T<br>I<br>C<br>S | P<br>R<br>O<br>B<br>L<br>E<br>M<br>S | T<br>E<br>C<br>H<br>N<br>O<br>L<br>O<br>G<br>Y |
|----------|---|---|---|--------------------------------------|-----------------------|---|--------------------------------------|--|
| PRSIR01A | Define scope of task                                      | 2   | 2   | 2                                    | 1                     | 2   | 2                                    | 2  |
| PRSIR02A | Identify assets   | 2   | 2   | 2                                    | 2                     | 1   | 2                                    | 2  |
| PRSIR03A | Assess threat   | 2   | 2   | 2                                    | 2                     | 1   | 2                                    | 2  |
| PRSIR04A | Undertake consequence analysis                            | 2   | 3   | 3                                    | 2                     | 2   | 2                                    | 1  |
| PRSIR05A | Assess vulnerability of assets                            | 2   | 3   | 3                                    | 2                     | 2   | 2                                    | 1  |
| PRSIR06A | Assess risk   | 3   | 3   | 2                                    | 2                     | 2   | 2                                    | 1  |
| PRSIR07A | Assess security risk management options                   | 2   | 2   | 2                                    | 2                     | 2   | 3                                    | 2  |
| PRSIR08A | Prepare security risk management plan                     | 2   | 2   | 3                                    | 2                     | 1   | 2                                    | 2  |
| PRSIR09A | Prepare and coordinate the implementation of the SRM plan | 2   | 2   | 3                                    | 3                     | 1   | 2                                    | 1  |
| PRSIR10A | Communicate security requirements                         | 2   | 3   | 2                                    | 2                     | 1   | 1                                    | 2  |
| PRSIR11A | Monitor security risk management plan                     | 3   | 2   | 2                                    | 2                     | 2   | 1                                    | 1  |
| PRSIR12A | Review security risk management plan                      | 3   | 2   | 2                                    | 2                     | 2   | 2                                    | 1  |
| PRSIR13A | Select method of gathering information                    | 2   | 1   | 1                                    | 1                     | 1   | 1                                    | 1  |
| PRSIR14A | Gather information by surveillance                        | 2   | 1   | 2                                    | 2                     | 1   | 1                                    | 2  |
| PRSIR15A | Gather information by factual investigation               | 2   | 2   | 2                                    | 2                     | 2   | 2                                    | 2  |

PRSSG20A Interpret information from advanced security equipment

|          |   |   |   |   |   |   |   |   |
|----------|---|---|---|---|---|---|---|---|
| PRSIR16A | Select, obtain and store specialist information gathering equipment | 2 | 2 | 2 | 1 | 1 | 2 | 1 |
| PRSIR17A | Conduct interview and take statement                                | 1 | 2 | 1 | 1 | 1 | 1 | 1 |
| PRSIR18A | Repair and maintain equipment                                       | 1 | 2 | 2 | 1 | 1 | 2 | 2 |
| PRSIR19A | Select, equip and operate a surveillance vehicle                    | 2 | 1 | 2 | 2 | 1 | 1 | 2 |
| PRSIR20A | Compile written report  | 2 | 3 | 3 | 2 | 2 | 2 | 2 |
| PRSIR21A | Store and protect information                                       | 1 | 1 | 1 | 2 | 1 | 1 | 2 |
| PRSIR22A | Prepare evidence for use in court                                   | 2 | 1 | 1 | 2 | 1 | 1 | 2 |
| PRSIR23A | Give evidence in court  | 3 | 3 | 2 | 3 | 2 | 2 | 1 |
| PRSIR24A | Implement and monitor financial administrative systems              | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| PRSIR25A | Develop and implement a business plan                               | 3 | 2 | 2 | 2 | 2 | 3 | 2 |
| PRSIR26A | Maintain financial records  | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| PRSIR27A | Prepare budgets   | 3 | 2 | 2 | 2 | 3 | 2 | 2 |
| PRSIR28A | Maintain customer relations   | 2 | 3 | 2 | 3 | 2 | 3 | 2 |
| PRSIR29A | Establish and implement a marketing strategy                        | 3 | 3 | 3 | 2 | 1 | 2 | 1 |
| PRSIR30A | Provide office activities   | 2 | 3 | 3 | 3 | 1 | 2 | 2 |
| PRSIR31A | Undertake process improvement                                       | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| PRSIR32A | Provide quotation   | 1 | 2 | 2 | 2 | 1 | 2 | 2 |
| PRSIR33A | Lead small teams  | 1 | 2 | 1 | 2 | 2 | 2 | 2 |
| PRSIR34A | Supervise staff   | 2 | 2 | 2 | 2 | 1 | 1 | 1 |
| PRSIR35A | Monitor and review staff performance                                | 2 | 2 | 2 | 2 | 1 | 2 | 1 |
| PRSIR36A | Organise and monitor field operations                               | 2 | 2 | 2 | 2 | 1 | 2 | 1 |
| PRSIR37A | Develop and implement a HR plan                                     | 3 | 3 | 2 | 2 | 1 | 3 | 1 |
| PRSIR38A | Maintain OH&S   | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRSIR39A | Manage OH&S in the workplace  | 2 | 2 | 2 | 1 | 1 | 2 | 2 |

**Appendix C: AQF LEVEL DESCRIPTORS**

|  |  |
|--|--|
| <b>Senior Secondary Certificate of Education</b> | <p>Studies ranging from traditional academic disciplines taken to prepare students for university entry to more vocational and semi-vocational courses taken to prepare students to enter the workforce directly or to enter formal training programs.</p> <p>A mix of directed classroom studies, extensive written assessments, formal examinations and/or common assessment tasks. Other studies may require application of skills, understandings, performance and project work, group work and field-work activities.</p> <p>The balance between breadth as against depth of knowledge and skills, and between academic disciplines and applied and work related courses may vary depending on the needs of the student.</p>  |
| <b>Certificate I</b>                             | <p>Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.</p> <p>Applications may include a variety of employment-related skills including preparatory access and participation skills, broad based induction skills and/or specific workplace skills. They may also include participation in a team or work group.</p>   |
| <b>Certificate II</b>                            | <p>Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of options to be applied.</p> <p>Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.</p> <p>Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others through members of a group or team.</p>  |
| <b>Certificate III</b>                           | <p>Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specific problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.</p> <p>Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.</p> <p>Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.</p> |
| <b>Certificate IV</b>                            | <p>Breadth, depth and complexity of knowledge and competencies would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.</p> <p>Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.</p> <p>Applications involve responsibility for, and limited organisations of, others.</p>   |
| <b>Diploma</b>                                   | <p>Breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination.</p>   |

|                             |   |
|-----------------------------|---|
|                             | <p>The self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.</p> <p>Applications involve participation in development of strategic initiatives, as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may be involved.</p> <p>The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.</p>   |
| <b>Advanced Diploma</b>     | <p>Breadth, depth and complexity involving analysis, diagnosis, design, planning, execution and evaluation across a broad range of technical and/or management functions including development of new criteria or applications or knowledge or procedures.</p> <p>The application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.</p> <p>Applications involve significant judgement in planning, design, technical or leadership guidance functions related to products, services, operations or procedures.</p> <p>The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.</p> |
| <b>Bachelor Degree</b>      | <p>The acquisition of a systematic and coherent body of knowledge, the underlying principles and concepts, and the associated problem-solving techniques.</p> <p>Development of the academic skills and attitudes necessary to comprehend and evaluate new information, concepts and evidence from a range of sources.</p> <p>Development of the ability to review, consolidate, extend and apply the knowledge and techniques learnt.</p> <p>A course leading to this qualification also usually involves major studies in which significant literature available. Course content is taken to a significant depth and progressively developed to a high level which provides a basis for postgraduates study.</p>  |
| <b>Graduate Certificate</b> | <p>The qualification may involve broadening skills of individuals already gained in an undergraduate program, or developing vocational knowledge and skills in a new professional area.</p>   |
| <b>Graduate Diploma</b>     | <p>Broadening skills of individuals either already gained in an undergraduate program, or developing vocational knowledge and skills in a new professional area and/or further specialisation within a systematic and coherent body of knowledge.</p>   |
| <b>Masters Degree</b>       | <p>The enhancement of specific professional or vocational skills which may be undertaken by directed coursework and/or research, and the acquisition of indepth understanding in a specific area of knowledge which is usually undertaken through research.</p>   |
| <b>Doctoral Degree</b>      | <p>A searching review of the literature, experimentation or other systematic approach to the relevant body of knowledge.</p> <p>The undertaking of an original research project resulting in a significant contribution to knowledge and understanding and/or the application of knowledge within a discipline or field of study.</p> <p>The preparation of a substantial and well ordered thesis, demonstrating the relationship of the research to the broader framework of the discipline or field of study. Application of knowledge within a field of study.</p>   |

## Appendix D

Assessment Principles adopted by the Ministers for Vocational Education and Training:

1. Endorsed industry and enterprise standards form the basis of qualifications in the vocational education and training sector, where they exist
2. Endorsed industry/enterprise standards are the benchmarks for assessment
3. Assessment conducted for the purposes of national recognition should lead to a part or full qualification under the AQF
4. Assessment should be undertaken or auspiced through a Registered provider
5. Assessment for national recognition purposes shall be conducted within a quality assurance framework
6. Responsibility for assessment resides with the body that issues the qualification under the AQF
7. Assessment shall be valid, reliable and fair
8. Assessment systems must incorporate mechanisms for recording, storing and accessing outcomes
9. Reporting systems should indicate the units of competency that the individual has attained
10. Assessment systems should incorporate ongoing monitoring and review processes
11. Assessment processes shall provide for the recognition of current competency regardless of where and how these were acquired