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| **UNIT CODE** | CPPSEC2XXX |
| **UNIT TITLE** | Apply effective communication skills to maintain security |
| **APPLICATION** | This unit specifies the skills and knowledge required to apply oral, non-verbal and written communication skills to maintain security.  It includes:   * gathering information from a range of sources including standard operating procedures and signs written in English to understand and comply with workplace policies and legal rights and responsibilities * using observation, listening, oral and non-verbal communication skills to interact with others and request behaviour modification in a manner that accounts for cultural differences, avoids aggression or hostility, and encourages conflict resolution * using telephone and radio systems to report security risks * using notebooks and information technology to record and store incident details   It applies to people working under general supervision as members of a security team.  This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities. |
| **PREREQUISITE UNIT** | Nil |
| **ELEMENTS** | **PERFORMANCE CRITERIA** |
| Elements describe the essential outcomes. | Performance criteria describe what needs to be done to demonstrate achievement of the element. |
| 1. Gather, convey and receive information for security work. | 1.1 Locate and read standard operating procedures, workplace policies and other written information required to complete work instructions and comply with legal rights and responsibilities.  1.2 Use listening and observation skills to receive and interpret spoken and non-verbal information.  1.3 Use oral and non-verbal communication to develop and maintain positive relationships, mutual trust and confidence.  1.4 Clarify understanding of received information with relevant persons using clear and concise language, questioning and summarising. |
| 2. Request behaviour modification to maintain security. | 2.1 Observe the work area and identify person demonstrating disruptive or inappropriate behaviour.  2.2 Exchange information with person using non-verbal and oral communication that takes account of social and cultural differences, and uses basic strategies to overcome language barriers.  2.3 Explain required behaviour and request modification in a manner that avoids an aggressive or hostile response. |
| 3. Report security risks using telephone and radio systems. | 3.1 Check radio or phone features and control functions to confirm sufficient battery and signal levels and that system is fully operational.  3.2 Select radio channel appropriate for the location and type of communication.  3.3 Convey security risk information using appropriate language, protocols and codes and following standard operating procedures.  3.4 Receive and answer incoming communications promptly using clear and concise language and following standard operating procedures. |
| 4. Complete and store security records. | 4.1 Write security incident details in notebook ensuring information is accurate, concise and easy to read.  4.2 Complete security incident form using clear and concise language and factual accuracy.  4.3 Use information technology to enter, save, retrieve and export security information in a manner that complies with organisational standards of style, format and accuracy.  4.4 Store information securely in accordance with standard operating procedures. |
| ***FOUNDATION SKILLS***  A person demonstrating competency in this unit must have the following language, literacy, numeracy and employment skills:   * language skills to provide information or advice using structure and language to suit the audience * writing skills to record and describe observations * reading skills to understand and follow:   + standard operating procedures and policies that clarify legal rights and responsibilities and work tasks   + signs and forms written in English * speaking and listening skills to exchange information with others in the workplace, including using questioning to clarify and confirm understanding * numeracy skills to calculate time when recording incident details * problem solving skills to find solutions to defuse conflict * self-management skills to plan tasks to meet job requirements * teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others * technology skills to use information technology to record and maintain security information | |
| **UNIT MAPPING INFORMATION** | No equivalent unit |
| **LINKS** | Companion volumes to this training package are available at the VETNet website:  <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b> |

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| **TITLE** | | CPPSEC2XXX Apply effective communication skills to maintain security |
| **PERFORMANCE EVIDENCE** | | |
| A person who demonstrates competency in this unit must on two (2) separate occasions, apply effective communication skills to maintain security, and on each occasion, request behaviour modification from:   * one (1) person who is being verbally abusive * one (1) person who is behaving in a physically aggressive manner.   In doing this, the person must meet the performance criteria for this unit. | | |
| **KNOWLEDGE EVIDENCE** | | |
| To be competent in this unit, a person must demonstrate knowledge of:   * standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements including workplace health and safety (WHS), use of force and anti-discrimination and diversity * approved communication terminology, call signs and radio channels used in the security industry * basic communication process * common barriers to effective communication * how to read and use non-verbal communication to gain the confidence of others * strategies for overcoming language barriers * the phonetic alphabet and how it is used * types of non-verbal communication that can increase fear, aggression or hostility in others * ways that social and cultural differences may be expressed | | |
| **ASSESSMENT CONDITIONS** | | |
| Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.  Assessment of performance must be undertaken in a simulated workplace or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.  Assessors are responsible for ensuring that the person demonstrating competency has access to:   * specifications of assessment tasks to apply effective communication skills to maintain security * appropriate documents, materials, equipment and personal protective equipment currently used in industry * standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations | | |
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For inclusion in separate Companion Volume: Range Statements

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| ***Information*** may be from sources which are: | * diagrammatic * electronic * numerical or statistical * observed * spoken * visual or graphic * written |
| ***Information*** may relate to: | * assignment instructions or work tasks * clients * colleagues * members of the public * messages * reports * risks, hazards or incidents * signage * situations or occurrences * standard operating procedures * unusual events |
| ***Work instructions*** may relate to: | * assignment objectives and timeframes * back-up support or assistance * communication equipment and procedures * instructions from clients, supervisors or colleagues * legislative and regulatory compliance requirements relating to work tasks * procedures in the event of communication loss * resource and equipment use * use of force * use of workplace documentation * verbal and non-verbal reporting * workplace health and safety (WHS) including use of personal protective clothing and equipment * work tasks and standard operating procedures |
| ***Legal rights and responsibilities and workplace policies*** may relate to: | * anti-discrimination and diversity * apprehension and powers of arrest * assignment instructions * client service standards * code of conduct and ethics * communication and reporting procedures * duty of care * industry codes of practice * licensing requirements * own role, responsibilities and authority * risk management * team work * use of force guidelines * workplace health and safety (WHS) policies and procedures |
| ***Relevant persons*** may include: | * clients including young people * colleagues * emergency services personnel * members of the public * specialist personnel * supervisors * suppliers of equipment or products * technical experts |
| Behaviours requiring modification may include: | * behaviours indicating aggression or violence * behaviours indicating intoxication * behaviours indicating the influence of drugs (such as heightened or irrational emotional states) * inappropriate or unacceptable behaviours * loud or troublesome behaviours * suspicious behaviours |
| Social and cultural differences may be expressed in**:** | * age * beliefs, values or practices * cognitive (intellectual) ability * conventions of gender and sexuality * cultural stereotypes * dress * ethnicity * food or diet * kinship, family structure and relationships * language skills * personal history and experiences which may be traumatic * physical, emotional and intellectual differences * race * religious and spiritual observances * social conventions * traditional practices and observations |