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| **UNIT CODE** | CPPSEC2XXX |
| **UNIT TITLE** | Apply security procedures to manage intoxicated persons |
| **APPLICATION** | This unit specifies the skills and knowledge required to apply security procedures to manage intoxicated persons.It includes:* interpreting and complying with standard operating procedures, workplace policies and legal rights and responsibilities for maintaining security in venues or work environments where people may be intoxicated
* preparing for work by selecting and using communication equipment, and checking the venue layout to confirm access and exit points, locations of facilities and emergency equipment
* monitoring the work area to maintain situational awareness and acting early to identify security risks and persons demonstrating disorderly behaviour or signs of intoxication
* communicating with intoxicated persons to ascertain causes of behaviour and intoxication levels and finding options to assist them to comply with venue rules in a manner that avoids aggression or hostility
* orally reporting risks and requesting assistance
* completing a written incident report

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. Interpret and comply with procedures and legal requirements. | 1.1 Read work instructions and standard operating procedures for work in venues where persons may be intoxicated.1.2 Interpret and comply with workplace policies and legal rights and responsibilities for maintaining security in venues where people may be intoxicated, and clarify requirements with relevant persons. |
| 2. Prepare for work at venue. | 2.1 Select and use communication equipment, and clarify reporting requirements with relevant persons.2.2 Check venue layout and confirm access and exit points, locations of facilities and emergency equipment. |
| 3. Monitor the work area, and identify and assist intoxicated persons. | 3.1 Maintain observation and situational awareness of noise levels, drink orders and individual and crowd behaviour to detect early warning signs of security risks.3.2 Where early warning signs are detected, intervene early to offer options to prevent intoxication.3.3 Maintain a visible presence and provide information, instructions and assistance using professional and courteous communication that accounts for individual social and cultural differences.3.4 Act promptly to identify persons showing signs of intoxication or disorderly behaviour. 3.5 Ascertain cause of behaviour and assess intoxication level using calm, courteous and respectful oral and non-verbal language.3.6 Assess behaviour against venue rules and offer options to ensure compliance in a manner that avoids aggression or hostility. |
| 4. Report security risk and complete incident documentation. | 4.1 Report security risk and request assistance following standard operating procedures.4.2 Record security incident details using a notebook. |
| ***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 and which engages minority groups
	+ communicate effectively with intoxicated persons
* writing skills to record and describe observations and incident details
* reading skills to interpret and follow:
	+ standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
	+ signs and instructions that are pictorial, graphical and written in English
* speaking and listening skills to:
	+ ask questions and listen to answers to gain information or confirm understanding when ascertaining cause of behaviour and level of intoxication
	+ orally report security risks using a radio or telephone
* numeracy skills to estimate time required to complete work tasks
* problem solving skills to
	+ recognise changes in individual and crowd behaviour that indicate risk
	+ assess intoxication levels
	+ determine when to intervene in a potential security risk situation
	+ find suitable options to comply with venue rules
* self-management skills to plan tasks to meet job requirements and timeframes
* teamwork skills to:
	+ adjust personal communication styles in response to the opinions, values and needs of others
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| **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 security procedures to manage intoxicated persons |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must apply security procedures to manage intoxicated persons in each of the following three (3) scenarios:* a person who may be intoxicated and appears to be unwell
* a person who may be intoxicated and is behaving in an aggressive manner
* a group of people who may be intoxicated

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:
	+ apprehension, arrest and restraint of persons
	+ duty of care
	+ licensing requirements and limits of own authority
	+ responsible service of alcohol:
		- underage drinking
		- definition of minors
		- undue intoxication
		- disorderly behaviour
		- venue policies and rules to comply with its liquor licence (trading hours, ways alcohol can be sold, number of people allowed in venue)
		- refusing entry to premises
		- removal of persons from premises
	+ use of force
	+ workplace health and safety (WHS)
* acceptable proof of age
* approved communication terminology, call signs and radio channels used in the security industry
* effects of alcohol on emotional state, health and physical alertness of persons
* how to recognise illegal substances and dangerous items
* methods for assessing intoxication level of persons
* options for assisting intoxicated persons to comply with venue rules
* risk assessment steps and how they are applied
* signs of intoxication including non-verbal indications
* situations requiring emergency services to be notified when dealing with intoxicated persons
* strategies to prevent a person from becoming intoxicated when early warning signs are detected
* time taken for alcohol to affect the body, and factors that can influence this including gender, size and rate of consumption
* types, strengths, alcohol percentages and standard size for alcoholic beverages
* ways that spoken and non-verbal communication can escalate conflict
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| **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 security procedures to manage intoxicated persons
* 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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| ***Work instructions*** may relate to: | * assignment objectives and timeframes
* back-up support or assistance
* communication equipment and procedures
* incident and security risk response procedures
* instructions from supervisors or colleagues
* legislative and regulatory compliance requirements relating to work tasks
* licensing requirements
* personal presentation requirements
* reporting requirements
* specific client information and instructions
* use of workplace documentation
* venue rules and layout
* workplace health and safety (WHS) including use of personal protective clothing and equipment
* work tasks and standard operating procedures
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| ***Workplace policies and legal rights and responsibilities*** 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
* responsible service of alcohol:
* underage drinking
* definition of minors
* undue intoxication
* disorderly behaviour
* liquor license and responsibilities of the licensee (trading hours, ways alcohol can be sold, number of people allowed in venue)
* refusing entry to premises
* removal of persons from premises
* risk management
* team work
* use of force guidelines
* workplace health and safety (WHS) policies and procedures
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| ***Relevant persons*** may include: | * clients and their staff
* colleagues
* supervisors
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| ***Communication equipment*** may include: | * earpiece
* mobile phone
* pager
* portable two-way radio
* venue telephone or communication system
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| ***Security risks*** may relate to: | * dangerous items
* minors in a licensed venue
* noise, light, heat or smoke
* overcrowding
* persons acting in a disorderly manner
* persons carrying weapons
* persons causing a public nuisance
* persons demonstrating suspicious or adverse behaviour
* persons suffering from emotional or physical distress
* persons under the influence of intoxicating substances
* persons with criminal intent
* suspicious packages or substances
* violence or physical threats
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| 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
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| ***Signs of intoxication*** may relate to: | * alcohol smell
* changed crowd behaviours
* elevated noise level in venue
* erratic drinking patterns (mixing drink types, drinking quickly, ordering more than one drink for the same person, ordering triple shots etc.)
* fights
* gender, size and weight of person
* glazed eyes
* lack of physical coordination
* persons acting aggressively
* physical and emotional state of person
* rapid or excessive consumption of alcohol
* rate and method of alcohol consumption (e.g. shooters, jugs of spirits, layback)
* slurred speech
* unsteady movements
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| ***Options*** to comply with venue rules may involve: | * accessing help (taxi, carer, emergency services, venue staff etc.)
* advising methods for minimising intoxication, such as drinking water
* assisting the person to leave the venue
* requesting support to manage person
* verifying proof of age
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