|  |  |
| --- | --- |
| **UNIT CODE** | CPPSEC2XXX |
| **UNIT TITLE** | Apply security procedures to remove persons from premises |
| **APPLICATION** | This unit specifies the skills and knowledge required to apply security procedures to remove persons from premises.  It includes:   * interpreting and complying with standard operating procedures, workplace policies and legal rights and responsibilities for removing persons from premises * checking the venue layout to confirm access and exit points and locations of facilities and emergency equipment. * monitoring to maintain situational awareness and identify persons behaving in a manner that requires them to leave the premises * assessing risk and selecting appropriate response options that avoid use of force where possible * communicating effectively with the person to explain the reasons for removal, offer assistance and negotiate to defuse conflict and respond to incidents * escorting persons from the premises and taking precautions to ensure their safety and security upon departure * 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 to clarify requirements for removing persons from premises.  1.2 Interpret and comply with workplace policies, legal rights and responsibilities for work tasks, including WHS. |
| 2. Monitor the work area and identify person requiring removal from premises. | 2.1 Check premises layout and confirm access and exit points, locations of facilities and emergency equipment.  2.2 Maintain observation and situational awareness to identify person behaving in a manner that poses a security risk or breaches premise’s rules.  2.3 Approach person to discuss behaviours of concern using positive oral and non-verbal communication. |
| 3. Assess risk, select response options and seek support. | 3.1 Assess level of risk and select response options that avoid use of force where possible.  3.2 Report security risk to relevant persons and request assistance. |
| 4. Apply interventions and remove person from premises. | 4.1 Explain the reasons for removal from premises and provide options or assistance to leave.  4.2 Ask the person to leave the premises using oral and non-verbal communication that is courteous and takes account of social and cultural differences.  4.3 Use interpersonal techniques and negotiation skills to defuse conflict and respond to incidents.  4.4 Escort person from premises in a calm manner, taking precautions to maximise their safety and security upon departure.  4.5 Escort person from premises using reasonable force and suitable and safe escort restraint. |
| 5. Complete incident report. | 5.1 Record incident details using notebook. |
| ***FOUNDATION SKILLS***  A person demonstrating competency in this unit must have the following language, literacy, numeracy and employment skills:   * oral and non-verbal communication skills to provide information or advice using structure and language to suit the audience and which engages minority groups * writing skills to record and describe incident observations using workplace forms and notebook * 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 explaining the reasons for removal from premises   + orally report security risks and seek assistance 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 behaviours against rules to identify the need to remove a person from the premises   + offer options to assist the person to leave the premises   + identify potential risks to the person’s wellbeing after departing the premises * 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   + work collaboratively with others to assist a person to leave the premises | |
| **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> |

|  |  |  |
| --- | --- | --- |
| **TITLE** | | CPPSEC2XXX Apply security procedures to remove persons from premises |
| **PERFORMANCE EVIDENCE** | | |
| A person who demonstrates competency in this unit must apply security procedures to remove persons from premises, involving each of the following four (4) scenarios:   * removing one person who is intoxicated without force * removing one person who is intoxicated with reasonable force * removing one person who is behaving in an aggressive manner with reasonable force * removing one person who is behaving in an aggressive manner without force   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:   + anti-discrimination and diversity   + apprehension, arrest and restraint of persons   + crowd control and control of persons under the influence of intoxicating substances   + duty of care   + licensing requirements and limits of own authority   + trespass and removal of persons   + use of force   + workplace health and safety (WHS) * approved communication terminology, call signs and radio channels used in the security industry * basic defensive techniques * basic understanding of the force model and what constitutes reasonable force * how negotiation techniques can be used to defuse and resolve conflict * measures for ensuring safety and security of persons removed from premises * methods for safely restraining persons for escort from the premises * options to assist persons to leave premises * potential adverse health effects arising from the use of force or physical restraint of persons including positional asphyxiation * premises’ emergency and evacuation procedures * premises’ layout and access points * signs a person is substance-affected * signs of intoxication * signs of positional asphyxiation * situations requiring a person to be removed from premises * situations requiring emergency services to be notified for persons being removed from premises * techniques for safe physical restraint including standing, wall, seated and floor * types of behaviours and non-verbal language that can escalate conflict * 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 procedures to remove persons from premises * 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 | | |
| **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> | |

For inclusion in separate Companion Volume: Range Statements

|  |  |
| --- | --- |
| ***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 * premises’ rules and layout * reporting requirements * specific client information and instructions * use of workplace documentation * workplace health and safety (WHS) including use of personal protective clothing and equipment * work tasks and standard operating procedures |
| ***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 * counter terrorism * crowd control and control of persons under the influence of intoxicating substances * duty of care * emergency and evacuation procedures * industry codes of practice * licensing requirements * own role, responsibilities and authority * risk management * search of people, property and vehicles and seizure of goods * team work * trespass and the removal of persons * use of force guidelines * workplace health and safety (WHS) policies and procedures |
| ***Relevant persons*** may include: | * clients and their staff * colleagues * supervisors |
| ***Security risks*** may relate to: | * persons acting in a disorderly manner * persons breaching the rules of a licensed premises (e.g. underage) * 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 who are substance-affected * persons with criminal intent * suspicious packages or substances * violence or physical threats |
| 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 |
| Options may relate to: | * assistance to contact support (such as a taxi) * leave the premises willingly * leave the premises with an escort * leave the premises with the assistance of a friend |
| Assistance to leave may relate to: | * accompany the person to ensure safety and security * calling a taxi * notifying emergency services personnel * requesting the help of a friend of the person * requesting the help of other security personnel or staff of the premises |
| Interpersonal techniques may involve: | * adjusting language to suit the audience * allowing appropriate personal space * allowing two-way interaction * being culturally aware and sensitive in use of language and concepts * being non-judgemental * being respectful and non-discriminatory * controlling tone of voice and using positive body language * demonstrating flexibility and willingness to negotiate * maintaining professionalism * providing constructive feedback * providing sufficient time for questions and responses * using active listening * using effective oral and non-verbal communication * using plain English and strategies to resolve language barriers * using positive, confident and cooperative language * using reflection and summarising techniques |
| ***Incidents*** may include: | * accidents * aggressive or abusive behaviour * complaints * non-compliance with premises’ requirements * unauthorised entry or exit of persons * threats * violence |
| Precautions may relate to: | * calling a taxi on the person’s behalf * calling emergency services * contacting a friend on the person’s behalf * escorting person to a safe place, such as a lighted carpark * observing the person to ensure their wellbeing until help arrives |