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| **UNIT CODE** | CPPSEC2XXX |
| **UNIT TITLE** | Monitor and control access and exit of persons and vehicles from premises |
| **APPLICATION** | This unit specifies the skills and knowledge required to monitor and control the access and exit of people and vehicles from premises.It includes:* interpreting and complying with standard operating procedures, workplace policies and legal rights and responsibilities including workplace health and safety (WHS)
* checking and validating the identity and authority of people and vehicles entering and exiting from premises and refusing access where breaches of entry conditions have been identified
* inspecting baggage and vehicles to verify loads and to identify and report prohibited or hazardous items
* managing premises’ access control systems, such as locked or alarmed doors, and identifying and responding to indications of unauthorised entry
* using oral and non-verbal communication skills to clarify issues and compliance with entry requirements

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 Review work instructions and standard operating procedures to clarify requirements for controlling access to and exit from premises.1.2 Interpret and comply with workplace policies and legal rights and responsibilities for work tasks, including WHS. |
| 2. Monitor people entering premises. | 2.1 Check the identity of persons entering premises by matching relevant details on identification (ID) documents or using electronic ID equipment.2.2 Allow person to enter premises where ID and authority to enter have been validated.2.3 Use appropriate interpersonal techniques and oral and non-verbal communication to clarify issues and confirm compliance with conditions of entry.2.4 Refuse entry to persons where conditions of entry have been breached using communication that takes account of social and cultural differences, and is in a form that is preferred and understood by the receiver.  |
| 3. Inspect baggage and vehicles entering or exiting premises. | 3.1 Carry out baggage and vehicle inspections following standard operating procedures.3.2 Report refusals to inspection requests immediately to relevant persons.3.3 Identify and report prohibited or hazardous items found during inspection in accordance with standard operating procedures. |
| 4. Monitor vehicular traffic entering and exiting premises. | 4.1 Verify identification and authority of vehicles entering premises.4.2 Direct incoming vehicles to appropriate unloading or parking areas in accordance with site requirements.4.3 Check vehicles carrying dispatched product by matching load details against relevant documentation.4.4 Report incidents that infringe or breach conditions of vehicular entry or exit. |
| 5. Operate and monitor access control systems. | 5.1 Monitor access control system in accordance with manufacturer’s instructions.5.2 Activate and deactivate access control system to meet work instructions.5.3 Promptly identify and respond to indications of unauthorised entry following standard operating procedures.5.4 Record details of unauthorised entry incident using 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
* writing skills to record and describe observations
* reading skills to interpret and follow:
	+ standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
	+ manufacturers’ instructions for operating access control systems
* speaking and listening skills to:
	+ ask questions and listen to answers to gain information or confirm understanding when checking the authority of persons or vehicles to enter premises
	+ orally report refusals to baggage or vehicle inspection requests
* numeracy skills to calculate time and estimate vehicular speed
* problem solving skills to match identification documentation to persons and recognise suspicious behaviour and items
* 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
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| **UNIT MAPPING INFORMATION** | Supersedes and is equivalent to CPPSEC2011B Control access to and exit from premises |
| **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 Monitor and control access and exit of persons and vehicles from premises |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must on two (2) separate occasions, monitor and control:* the entry of three (3) persons to premises where:
	+ one (1) person is carrying dangerous or prohibited goods
	+ one (1) person does not meet conditions of entry
	+ one (1) person refuses a request to search baggage
* the entry and exit of two (2) vehicles where one (1) is carrying dangerous or prohibited goods
* entry to premises via an access control system where there has been at least one (1) unauthorised attempt at entry

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
	+ control of persons under the influence of intoxicating substances
	+ duty of care
	+ licensing requirements and limits of own authority
	+ search of people, property and vehicles and seizure of goods
	+ 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
* how negotiation techniques can be used to defuse and resolve conflict
* operational principles and features of common access control systems
* premises’ emergency and evacuation procedures
* premises’ layout and access points
* signs of intoxication
* signs of positional asphyxiation
* the phonetic alphabet and how it is used
* types of behaviours and non-verbal language that can escalate conflict
* types of identification and authority required to confirm entry to premises
* ways that social and cultural differences may be expressed
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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 monitor and control the access and exit of people and vehicles 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
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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
* instructions from supervisors or colleagues
* legislative and regulatory compliance requirements relating to work tasks
* oral and written reporting
* personal presentation requirements
* resource and equipment requirements
* specific client information and instructions
* use of force
* 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 requirements*** 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
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| ***Persons*** may include: | * contractors
* delivery persons
* demonstrators
* employees
* repair persons
* sales representatives
* visitors
 |
| ***Identification (ID) documents*** may include: | * ID cards or paperwork
* letters of authority
* temporary passes
* work permits
 |
| ***Breaches of conditions of entry*** may relate to: | * people acting aggressively or violently
* people being quarrelsome or disorderly
* people carrying weapons
* people demonstrating unacceptable behaviour or breaching rules or policies of the premises
* people or vehicles without authority to enter premises
* people showing signs of intoxication
* people smoking in a smoke-free area
* people that refuse requests to inspect baggage or vehicles
* people unable to verify their identity
* people using or in the possession of prohibited drugs
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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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| ***Incidents*** may include: | * aggressive or abusive behaviour by visitors
* complaints
* forced entry
* mislaid or forgotten pass
* non-compliance with entry requirements
* refusal to show pass
* unauthorised entry or exit of persons
* using a pass belonging to someone else
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| 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 verbal and non-verbal communication
* using plain English and strategies to resolve language barriers
* using positive, confident and cooperative language
* using reflection and summarising techniques
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| ***Relevant persons*** may include: | * clients
* colleagues
* emergency services personnel
* supervisors
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| ***Access control systems*** may include: | * alarms
* card entry systems
* computerised entry systems
* keypads and key tag systems
* locks
* photo-ID cards
* proximity card readers
* security turnstiles
* swipe cards
* traffic barriers such as boom gates
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| Indications of unauthorised entry may include**:**  | * alarm activation
* closed circuit television (CCTV) monitor
* ladders or other climbing aids
* signs of forced entry
* unusual lights
* unusual sounds
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