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| **UNIT CODE** | CPPSEC2XXX |
| **UNIT TITLE** | Monitor and control individual and crowd behaviour to maintain security |
| **APPLICATION** | This unit specifies the skills and knowledge required to monitor and control individual and crowd behaviour to maintain security of persons, property and premises.  It includes:   * interpreting and complying with standard operating procedures, workplace policies and legal rights and responsibilities including workplace health and safety (WHS) * preparing for work by assessing the site layout, clarifying communication processes, and ensuring equipment is operational * observing individual and crowd behaviour to maintain situational awareness, and to intervene early to defuse conflict, assess and respond to risks * working with others to communicate security status, request assistance and respond effectively to changes in the environment * knowledge of crowd behaviour, dynamics and movement patterns that can pose a threat to security   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 monitoring and controlling individual and crowd behaviour and clarify work tasks with relevant persons.  1.2 Interpret and comply with workplace policies and legal rights and responsibilities for work tasks, including WHS. |
| 2. Prepare for monitoring activities. | 2.1 Maintain personal dress and presentation to meet work instructions.  2.2 Check resources and equipment for operational effectiveness following manufacturers’ instructions, and replace or report faulty or damaged equipment.  2.3 Assess site layout to identify access and exit points, barriers and thoroughfares, and identify strategic observation points to monitor crowd movement and behaviour. |
| 3. Monitor individual and crowd behaviour. | 3.1 Conduct systematic personal safety checks on a regular basis.  3.2 Observe individual and crowd behaviour to maintain constant situational awareness.  3.3 Use communication equipment to regularly convey security status to relevant persons.  3.4 Identify persons behaving in a potentially disruptive manner and assess degree of risk to self, others, premises and property.  3.5 Act promptly to calm the situation and defuse conflict, using interpersonal techniques that take account of individual social and cultural differences. |
| 4. Control and report individual and crowd behaviour. | 4.1 Identify potential security risks and assess degree of risk to self, others, premises and property.  4.2 Communicate details of security risk to relevant persons and request assistance following standard operating procedures.  4.3 Select and carry out security response within scope of own competence and authority.  4.4 Monitor changing crowd and individual behaviour and adjust response to maintain security.  4.5 Record details of security risk and response 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 * 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 communication equipment   + maps and other information when assessing site layout * speaking and listening skills to:   + use negotiation skills to defuse conflict   + ask questions and listen to answers to gain information or confirm understanding when negotiating to resolve conflict   + orally report security risk information using a radio or telephone * numeracy skills to calculate time and estimate vehicular speed * problem solving skills to recognise changes in crowd dynamics and individual behaviour * 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 | |
| **UNIT MAPPING INFORMATION** | Supersedes and is equivalent to CPPSEC2012A Monitor and control individual and crowd behaviour |
| **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 individual and crowd behaviour to maintain security |
| **PERFORMANCE EVIDENCE** | | |
| A person who demonstrates competency in this unit must on two (2) separate occasions, monitor and control individual and crowd behavior to maintain security, involving, on each occasion, the following two (2) risk scenarios:   * a queue of people who are becoming disorderly and impatient * a person in a crowded public area behaving suspiciously   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   + counter terrorism   + crowd control and control of persons under the influence of intoxicating substances   + duty of care   + licensing requirements and limits of own authority   + trespass and the removal of persons   + workplace health and safety (WHS) * approved communication terminology, call signs and radio channels used in the security industry * crowd behaviour, dynamics and movement patterns that can threaten security * how negotiation techniques can be used to defuse and resolve conflict * measures for managing queues * measures to prevent crushing in mass gatherings * procedures for communicating and collaborating with emergency services * risk assessment steps and how they are applied * security risks posed by crowds and mass gatherings * site emergency and evacuation plans and procedures * site layout, including entrances, exits, first-aid points and potential hazards * 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 monitor and control individual and crowd behaviour 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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| ***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 * personal presentation requirements * site location and layout * resource and equipment requirements * specific client information and instructions * travel routes and schedules * use of workplace documentation * reporting requirements * workplace health and safety (WHS) including use of personal protective clothing and equipment * work tasks and standard operating procedures |
| ***Relevant persons*** may include: | * clients * colleagues * emergency services personnel * supervisors |
| ***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 and property and seizure of goods * team work * trespass and the removal of persons * use of force guidelines * workplace health and safety (WHS) policies and procedures |
| ***Resources and equipment*** may include: | * communication equipment * earpiece * pager * portable and mounted two-way radio * telephone and mobile phone * maps and other site information * pen and security notebook * personal protection equipment * security equipment * electronic screening equipment * video cameras and monitors * security personnel and specialist services * transport |
| ***Sites*** may relate to: | * critical infrastructure * licensed premises * outdoor and indoor venues * private functions * protests * public events * sporting events |
| ***Communication processes*** may relate to: | * direct line supervision paths * established communication protocols * formal communication pathways * lateral supervision paths * organisational communication networks * spoken and non-verbal communication procedures e.g. pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations, hand signals |
| ***Interpersonal techniques*** may relate to: | * active listening * being non-judgemental * being respectful and non-discriminatory * constructive feedback * control of tone of voice and body language * culturally aware and sensitive use of language and concepts * demonstrating flexibility and willingness to negotiate * effective oral and non-verbal communication * maintaining professionalism * providing sufficient time for questions and responses * reflection and summarising * two-way interaction * use of plain English * use of positive, confident and cooperative language |
| 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 |
| ***Security risks*** may relate to: | * breaches of law e.g. trespass, criminal damage, offences against people, public order, misuse of drugs and alcohol * emergencies e.g. fire, scenes of crime, accidents * hazards e.g. physical, chemical, electrical, psychological, biological * terrorism threats e.g. vehicles, packages, bombs, sabotage, assassination |
| ***Security response*** may involve: | * checking identification * defusing the situation * evacuating the premises * isolating risk or area of potential risk * issuing spoken warnings * notifying relevant emergency services agencies * offering assistance * providing first aid * requesting support and assistance * restraint of person * search of person or items * tactical withdrawal * using basic defensive techniques * using negotiation techniques |