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| **UNIT CODE** | CPPSEC2XXX |
| **UNIT TITLE** | Provide quality services to a range of security clients |
| **APPLICATION** | This unit specifies the skills and knowledge required to provide quality services to a range of security clients, demonstrating professionalism and courtesy. For the purposes of this unit of competency, clients are any persons or groups that request or use professional security advice or services, paid or unpaid.It includes: * interpreting procedures to comply with workplace policies and legal rights and responsibilities, and to meet client service standards
* reading work instructions to identify the range of clients and their individual service needs
* using communication and interpersonal techniques to establish positive client relationships
* working with clients to select and explain options to meet their needs, taking actions to resolve conflict situations or other factors that impact on client satisfaction, and requesting assistance when needed to ensure client service satisfaction
* resolving client complaints
* adjusting service to meet special requirements
* reporting unresolved complaints or client dissatisfaction
* finding ways to improve future service provision

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. Identify clients and establish positive relationships. | 1.1 Interpret procedures to comply with workplace policies and legal rights and responsibilities and meet client service standards.1.2 Read work instructions to identify clients and their individual service requirements.1.3 Check personal presentation to ensure it complies with workplace standards for appearance.1.4 Use communication and interpersonal techniques to establish client trust and respect in a manner that accounts for individual social and cultural differences. |
| 2. Provide services to meet client needs, and maintain client satisfaction. | 2.1 Confirm security service needs with client and maintain confidentiality and professional conduct.2.2 Select and explain service options to meet client needs in accordance with work instructions.2.3 Identify conflict situations that may affect service provision, and take required action to minimise impact on client satisfaction.2.4 Seek assistance from relevant persons to meet client needs where personal limitations are identified.2.5 Provide security services to meet client needs, and report outcomes to the client in a timely manner. |
| 3. Respond to client complaints and special requirements and improve service provision. | 3.1 Identify client special needs or requirements and adjust service to meet needs.3.2 Seek feedback to ascertain possible causes of client dissatisfaction.3.3 Resolve client complaints with professionalism and courtesy, and develop ideas to improve future service provision.3.4 Report unresolved complaints or client dissatisfaction to relevant persons. |
| ***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 in a form that is preferred and understood by the receiver, for example clients who are young or from minority groups
* writing skills to record and describe actions taken to meet client needs, and complete forms
* reading skills to interpret and follow:
	+ standard operating procedures and policies that clarify legal rights and responsibilities and service standards
	+ signs and instructions that may be written in English or diagrammatic, for example directional signs
* speaking and listening skills to:
	+ ask questions and listen to answers to elicit client needs and preferences and seek feedback on satisfaction with service provided
	+ negotiate service options to meet client needs
	+ orally report unresolved complaints and client dissatisfaction
* numeracy skills to estimate time required to carry out work tasks
* problem solving skills to:
	+ adjust service to address conflict and improve client satisfaction
	+ find ways to improve future service provision
* self-management skills to plan work tasks to meet specified 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** | Supersedes and is equivalent to CPPSEC2006B Provide security services to clients |
| **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 Provide quality services to a range of security clients |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must provide quality services to meet the needs of a range of security clients, including:* a person seeking assistance
* a person who is showing signs of being under the influence of an intoxicating substance, and seeking assistance
* a person from a culturally and linguistically diverse (CALD) background who has little English language and is seeking assistance
* a person who is paying for professional security services and has a complaint about service provision
* a person complaining that they are being threatened by another person

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
	+ duty of care
	+ licensing requirements and limits of own authority
	+ workplace health and safety (WHS)
* approved communication terminology, call signs and radio channels used in the security industry
* definition of ‘client’ and different types of security clients
* how to adjust communication to interact positively with people from a range of social, cultural and ethnic background and varying physical and mental abilities
* how to read and use non-verbal communication to gain the confidence of others
* how to safeguard confidential client information
* methods for accessing local youth services
* organisational client service standards
* procedures and standards for reporting to clients
* uniform and personal grooming requirements to maintain a professional image
* ways that individual and social 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 provide quality services to a range of security clients
* 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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| ***Workplace policies and legal rights and responsibilities*** may relate to: | * assignment instructions
* client service standards and confidentiality
* code of conduct and ethics
* communication and reporting procedures
* duty of care
* emergency and evacuation procedures
* evidence collection
* industry codes of practice
* licensing requirements
* own role, responsibilities and authority
* quality assurance
* risk management
* team work
* use of force guidelines
* workplace health and safety (WHS) policies and procedures
* Young Offenders Act
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| ***Client service*** may relate to: | * accessing community services
* adjusting service to meet individual needs
* being non-judgemental
* dealing with conflict
* efficient use of resources
* handling and recording complaints
* meeting agreed timelines
* meeting allocated duties and responsibilities
* meeting budget and agreed costs
* professionalism and conduct
* providing assistance
* providing safe escort
* regular communication and reporting
 |
| ***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
* resource and equipment requirements
* site layout including access points
* specific client information and instructions
* 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
 |
| ***Communication techniques*** may include: | * active listening
* being respectful and non-discriminatory to others
* control of tone of voice and body language
* demonstrating flexibility and willingness to negotiate
* interpreting non-verbal and spoken messages
* maintaining professionalism
* phone technique
* providing and receiving constructive feedback
* questioning and paraphrasing to clarify and confirm understanding
* use of appropriate body language
* use of communication appropriate to cultural differences
* use of positive, confident and cooperative language
* use of two-way communication
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| ***Interpersonal techniques*** may relate to: | * 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
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| ***Social and cultural differences*** may relate to: | * 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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| ***Security services*** may include: | * assisting members of the public
* control room monitoring
* controlling exit from and access to premises
* crowd control
* escorting people or property
* guarding
* monitoring centre operations
* routine security monitoring of premises or property
* screening of property or people
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| ***Professional conduct*** may relate to: | * non-aggressive communication or body language
* own attitude and behaviour
* personal dress appropriate to work assignment
* personal grooming appropriate to work assignment
* use of appropriate language to engage minority groups
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| ***Conflict situations*** may relate to: | * availability to provide service
* cash flow or insufficient resources
* crowds
* inability to access appropriate assistance
* inclement weather
* limitations in own skills and knowledge or authority
* limited access to assistance and resources
* problems with security or communication equipment
* restricted site access
* risks and hazards present in the work area
* vehicle availability
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| ***Relevant persons*** may include: | * clients including young people
* colleagues
* representatives from local youth services or other community services
* supervisors
* support services or agencies, such as emergency services
* technical security specialists
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| ***Personal limitations*** may relate to: | * being unsure of how to complete work tasks
* communication barriers
* current competence level
* difficulties in meeting designated timeframes
* licensing requirements
* need for back-up support or additional resources
* own competence level
* personal values and their impact on client service and work performance
* procedural knowledge
* scope of own role and responsibilities
* situational knowledge
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| ***Special needs or requirements*** may relate to: | * control of exit from and access to premises
* crowd control
* escort of people and property
* non-routine information or service provision
* screening of property and people
* urgent requirements
* victims of trauma or torture
* young people
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| Reporting may include: | * completing documentation such as logs, journals and activity reports
* completing police reports
* completing written and computer reports
* contacting designated personnel
* oral reporting to client or supervisor
* recording security risk and incident details
* requesting security assistance
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