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| **UNIT CODE** | CPPSEC2XXX |
| **UNIT TITLE** | Screen people, personal effects and items to maintain security |
| **APPLICATION** | This unit specifies the skills and knowledge required to screen people, personal effects and items to maintain security.It includes: * interpreting and complying with standard operating procedures, workplace policies and legal rights and responsibilities, including workplace health and safety (WHS)
* selecting and using a range of screening equipment and, where permitted, conducting physical searches of people, personal effects and items to confirm the absence of prohibited or dangerous items
* situations where search of persons is not authorised but reports and assistance are required
* monitoring, directing and controlling the flow of people through the screening process
* adjusting screening methods for infants and people with special needs
* using courteous and professional communication to provide instructions and assistance
* using language that accounts for individual social and cultural differences
* following procedures to carry out an appropriate response where prohibited or dangerous items are identified or alarms are activated
* oral and written reporting

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, and clarify screening requirements with relevant persons.1.2 Interpret and comply with workplace policies and legal rights and responsibilities for screening tasks, including WHS.1.3 Check personal presentation to ensure it complies with workplace standards for appearance. |
| 2. Prepare screening equipment. | 2.1 Select and check screening equipment for operational effectiveness.2.2 Identify and report faulty and damaged equipment. |
| 3. Monitor and screen people and personal effects. | 3.1 Observe and control flow of people through security point and provide information and assistance to maintain order.3.2 Direct people through screening process using interpersonal and communication techniques that are courteous, professional and account for individual social and cultural differences. 3.3 Screen people using equipment that is fit-for-purpose, and adjust screening methods for infants and persons with special needs.3.4 Identify need to search person and personal effects and request authority to proceed, or seek assistance from persons authorised to conduct search.3.5 Conduct permitted personal search within legal constraints in a professional and courteous manner.3.6 Where required personal search is not permitted, deny access through screening point and report status to relevant persons.3.7 Monitor people, personal effects and equipment to promptly identify prohibited or dangerous items. |
| 4. Monitor and screen items. | 4.1 Control position of items and carry out physical search and screening, using equipment that is fit-for-purpose.4.2 Monitor items and equipment to promptly identify prohibited or dangerous items. |
| 5. Report and respond to prohibited or dangerous items and alarm activations. | 5.1 Conduct further screening to clarify potential prohibited or dangerous items.5.2 Report and respond to identified prohibited or dangerous items and alarm activations following standard operating procedures.5.3 Record screening outcomes using workplace documentation. |
| ***FOUNDATION SKILLS***A person demonstrating competency in this unit must have the following language, literacy, numeracy and employment skills:* language skills to provide information, advice and instructions, using structure and language that engages people, including young people and minority groups
* 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
	+ signs and instructions that are written in English and may be diagrammatic, such as equipment instructions and dangerous goods or hazardous signs and labels
* speaking and listening skills to:
	+ ask questions and listen to answers to gain information or confirm understanding when directing and explaining the screening process to members of the public
	+ orally request authority to proceed with search of persons, and seek assistance where authority is not granted
* numeracy skills to estimate time required to complete work tasks
* problem solving skills to:
	+ recognise suspicious behaviour when observing people through the screening process
	+ recognise suspicious items, for example by checking size, shape and colour
* self-management skills to plan tasks to meet job requirements, and locate equipment and facilities in the work area
* 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 Screen people, personal effects and items to maintain security |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must on two (2) separate occasions, screen people, personal effects and items to maintain security, involving, on each occasion:* using a hand-held wand or metal detector to screen two people and their personal effects
* using physical search methods to search two items passing through a screening point
* in jurisdictions where this is authorised and where permission has been obtained, using personal search methods and techniques to search a person and their personal effects

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
	+ counter terrorism
	+ duty of care
	+ licensing requirements and limits of own authority
	+ search of people, property and seizure of goods
	+ workplace health and safety (WHS)
* approved communication terminology, call signs and radio channels used in the security industry
* basic features of screening technologies
* basic wanding techniques
* components and characteristics of typical weapons, prohibited or dangerous items and explosives that may be contained in items being screened
* methods and techniques for physically searching items
* methods for screening infants and people with special needs
* personal search methods and techniques
* premises’ emergency and evacuation procedures
* premises’ layout and access points
* procedures for confiscating prohibited or dangerous goods
* procedures for responding to positive alarms
* procedures for selecting a random sample of persons for screening with hand-held equipment
* situations requiring notification of emergency services
* 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 screen people, personal effects and items 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
* instructions from supervisors or colleagues
* legislative and regulatory compliance requirements relating to work tasks
* oral and non-verbal reporting
* personal presentation requirements
* resource and equipment requirements
* screening objectives, procedures and timeframes
* 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
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| ***Relevant persons*** may include: | * clients and their staff
* colleagues
* supervisors
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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
* 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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| ***Screening equipment*** may include: | * client-specific screening equipment
* conveyor-type equipment
* explosive trace detection (ETD) equipment
* hand-held metal detector (wand)
* trace particle detection equipment
* ultrasound equipment
* walk through metal detection equipment
* x-ray observation equipment
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| ***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 spoken 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
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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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| ***Persons with special needs*** may include: | * a person in a wheelchair who may or may not be able to stand unassisted
* a person not in a wheelchair but who requires a walking aid
* a person who is hearing impaired
* a person who is vision impaired
* a person who is vision impaired who has an assistance animal such as a guide dog
* a person who requires the assistance of a carer
* a person with a prosthetic device, body brace or other medical device
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| Search may involve: | * electronic screening
* frisk search
* pat search
* personal search using a wand
* routine or special search of property
* scanning of baggage, items, personal effects and property
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| Personal effects may include: | * any article in the possession of a person
* bags or baggage
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| ***Monitoring*** may relate to: | * checking equipment to ensure correct working order or need for calibration
* ensuring appropriate flow of people and personal effects through screening point
* identifying alarms (audible and visual)
* observing people and their behaviours and personal effects
* recognising suspicious behaviour or items
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| ***Prohibited or dangerous items*** may include: | * items specified as prohibited or dangerous by the organisation, client or federal, state or territory statutes
* organic items, weapons and explosives
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| Items to be searched may include**:**  | * bags or baggage
* containers
* goods
* luggage
* packages
* personal belongings
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| Reporting and responding may relate to: | * completing documentation
* conducting further screening
* escalation according to standard operating procedures
* isolating items
* notifying a law enforcement officer
* notifying emergency personnel
* notifying supervisor
* verbal or written reporting
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