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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Determine and implement response to security risk situation |
| **APPLICATION** | This unit specifies the skills and knowledge required to determine and implement responses to security risk situations.It includes: * interpreting and complying with procedures, workplace policies and legal rights and responsibilities including workplace health and safety (WHS) to implement security risk responses within specified legal and strategic limits and the scope of own competence and authority
* identifying and verifying security risk situations and exchanging information with others to clarify risk factors
* assessing risk and formulating response options appropriate to the degree of risk
* evaluating options to select a preferred response, and implementing security response measures that maximise the safety and security of people, property and premises
* selecting and using security equipment and resources
* adjusting the response to adapt to changing risk circumstances,
* oral and written reporting

It applies to people working independently or under limited 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, verify and communicate security risk situations. | 1.1 Interpret workplace procedures and policies, and confirm legal rights and responsibilities and own role and authority for responding to security risk situations.1.2 Receive and verify information on security risk situation and confirm risk authenticity, in consultation with relevant persons.1.3 Monitor the work environment to promptly identify changing circumstances and factors that may impact on security risk.1.4 Maintain accurate and up-to-date information exchange to clarify the risk situation with relevant persons. |
| 2. Assess security risk situations and formulate response options. | 2.1 Assess security risk situation to establish nature and degree of risk to people, property and premises.2.2 Formulate security risk response options that are appropriate to the nature and degree of risk. |
| 3. Evaluate and implement security responses. | 3.1 Evaluate security response options and select preferred control measure to address known and potential risk factors.3.2 Ensure that security response is within scope of own competence and authority and maximises the safety and security of people, property and premises.3.3 Select and use equipment and resources to implement security response.3.4 Review and adjust security response to adapt to changing risk circumstances in consultation with relevant persons.3.5 Report security situation and response details 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 use security industry approved communication terminology, codes and signals
* writing skills to record and describe security situations and responses
* reading skills to interpret:
	+ workplace procedures and policies that clarify legal rights and responsibilities
	+ signs written in English
* speaking and listening skills to:
	+ use questions to clarify and verify spoken security risk information
	+ give clear, sequenced instructions and reports
* numeracy skills to calculate time when recording incident details
* problem solving skills to:
	+ formulate response options to match security risk situation
	+ evaluate and adjust security response measures to meet changing risk circumstances
	+ recognise security risk situations requiring specialist assistance
* 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 CPPSEC3003A Determine response to security risk situation |
| **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** | CPPSEC3XXX Determine and implement response to security risk situation |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must determine and implement responses to three (3) different security risk situations.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
	+ 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
	+ use of force
	+ 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
* empty hand techniques
* factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
* negotiation techniques and how they can be used to defuse and resolve conflict
* procedures for communicating and collaborating with emergency services
* risk assessment steps and how they are applied
* site emergency and evacuation plans and procedures
* the phonetic alphabet and how it is used
* types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
* types of security risk situations and response options for each including:
	+ persons acting suspiciously
	+ persons carrying weapons
	+ persons suffering from emotional or physical distress
	+ persons under the influence of intoxicating substances
	+ persons, vehicles or equipment in unsuitable locations
	+ presence of biological hazards or chemical spills
	+ potential terrorist activity including the suspected presence of explosives, suspicious packages, bags or substances
* 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 an operational workplace environment 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 determine and implement responses to security risk situations
* 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: | * access and equity policies, principles and practices
* client service standards
* communication and reporting procedures
* complaint and dispute resolution procedures
* counter terrorism
* duty of care
* emergency and evacuation procedures
* employer and employee rights and responsibilities
* licensing requirements
* organisational business plans and objectives
* own role, responsibilities and authority
* professional standards, code of conduct and ethics
* resource parameters and procedures for accessing resources
* risk management
* roles, functions and responsibilities of security personnel
* storage and disposal of confidential information
* team work
* use of force guidelines
* workplace health and safety (WHS) policies and procedures
 |
| ***Security risk situations*** may relate to**:**  | * accidents
* crowd behaviour and mass gatherings
* persons acting suspiciously
* persons carrying weapons
* persons causing a public nuisance
* persons suffering from emotional or physical distress
* persons under the influence of intoxicating substances
* persons with criminal intent
* persons, vehicles or equipment in unsuitable locations
* presence of biological hazards or chemical spills
* presence of explosives
* potential terrorist activity
* suspicious packages, bags or substances
* vehicles in pedestrian areas
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| ***Relevant persons*** may include: | * clients and their staff
* colleagues
* emergency services personnel
* supervisors
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| ***Factors*** that might impact on security risk may relate to: | * access to assistance and resources
* availability of exits and opportunities for escape
* crowds
* different degrees of light including low light and darkness
* noise
* presence of several sources of threat
* smoke
* time of day
* weather
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| ***Risk assessment*** may include: | * available resources including emergency support, team back-up or security equipment
* known information about persons involved in the security risk
* known information about the circumstances of the security risk
* observation of the environment and physical conditions
* options for controlling and defusing security risk
* potential triggers for escalating the security risk
* the nature of the security risk
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| ***Response options*** may involve: | * defusing the situation
* evacuating the premises
* isolating risk
* notifying relevant emergency services agencies
* providing access for emergency services
* providing first aid
* requesting back-up support or assistance
* restraint of person
* tactical withdrawal
* using batons, handcuffs or spray
* using empty hand techniques
* using negotiation techniques
* using negotiation techniques to resolve conflict
* using restraints
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| ***Equipment and resources*** may relate to: | * communications equipment:
* pager
* portable or mounted two-way radio
* telephone
* maps
* pen and security notebook
* personal protection equipment
* security equipment:
* restraints
* weapons
* security personnel and specialist services
* transport
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| ***Documentation*** may include: | * activity logs
* incident reports
* request for assistance forms
* vehicle and personnel movements
* written and electronic reports
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