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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Gather, organise and present security information and documentation |
| **APPLICATION** | This unit specifies the skills and knowledge required to gather, organise and present security information and documentation.It includes: * interpreting and complying with work instructions, workplace procedures and policies and legal rights and responsibilities to collect and validate security information using factual and surveillance methods and information technologies
* organising and checking gathered information to confirm its validity, reliability, relevance and accuracy
* presenting final security information and documentation that has been edited, incorporates feedback from others, and meets workplace standards for style, format and accuracy within required timeframes
* technology skills to access, store, study, retrieve, transmit and manipulate data or information
* writing skills to prepare routine reports and communications that are sequenced and present cohesive text

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. Gather security information and comply with legal and workplace requirements. | 1.1 Review work instructions to clarify security information objectives, and interpret and comply with workplace procedures and policies, and with legal rights and responsibilities.1.2 Use research methods that are reliable and make efficient use of resources and time to collect security information.1.3 Collect required security information from spoken, observed and written sources. |
| 2. Organise and check security information. | 2.1 Assess gathered security information to confirm validity, reliability and relevance.2.2 Identify omissions and source additional information from established sources.2.3 Review collected security information to confirm completeness and accuracy to meet work instructions.2.4 Prioritise and organise information in a logical manner that facilitates analysis and dissemination. |
| 3. Edit and present security information and documentation. | 3.1 Prepare draft security documentation and edit content to ensure it contains clear and concise language and accurate information.3.2 Review draft, and seek and incorporate feedback from relevant persons.3.3 Finalise security documentation and check that it complies with workplace standards for style, format and accuracy.3.4 Present final security documentation within designated timeframes to meet work instructions.3.5 File and securely store retained information in a manner that facilitates future retrieval and maintains confidentiality. |
| ***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 terminology
* writing skills to:
	+ prepare security documentation using information technology such as a computer and software to send email communications
	+ select and integrate security information to complete a range of formatted texts and forms
	+ use concise and factual notes to record information gained from spoken sources such as voice recordings and interviews
	+ sequence security information to present cohesive text
* reading skills to interpret:
	+ procedures and policies that clarify legal rights and responsibilities
	+ information and instructions written in English
	+ security information provided in different formats and contexts including medical reports
* speaking and listening skills to:
	+ use questions to clarify the meaning and accuracy of security information
	+ use paraphrasing to check understanding of information gathered from spoken sources
* numeracy skills to interpret and calculate security data in numerical format
* problem solving skills to:
	+ validate accuracy and sources when gathering information using the Internet
	+ edit own work to identify and correct omissions and errors
* self-management skills to plan tasks to meet work timeframes
* teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
* technology skills to use a range of common information technologies to access, store, study, retrieve, transmit and manipulate data or information, for example mobile phones and devices, and computer and software packages including Internet browsers
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| **UNIT MAPPING INFORMATION** | Supersedes and is equivalent to CPPSEC3005A Prepare and present security documentation and reports |
| **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 Gather, organise and present security information and documentation |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must, on two (2) separate occasions, gather, organise and present security information and documentation into written reports that meet work instructions and required timeframes.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
	+ limits of own authority
	+ privacy and surveillance
	+ workplace health and safety (WHS)
* approved communication terminology, call signs and radio channels used in the security industry
* basic research techniques that can be used to gather security information
* interpersonal techniques that promote positive interactions and communication with others
* interview techniques used to gather security information
* methods for complying with privacy and confidentiality regulations when gathering, presenting and storing security information
* observation and monitoring techniques used to gather security information
* operational functions of a range of information technologies used to gather, organise and present security information
* questioning techniques that can be used to elicit specific information
* surveillance procedures that comply with legal requirements
* techniques for validating the accuracy and reliability of security information
* ways to engage people with individual social and cultural differences and strategies for overcoming language barriers
* workplace standards for the presentation of security information and documentation
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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 gather, organise and present security information and documentation
* appropriate documents, materials, equipment and personal protective equipment currently used in industry
* information technologies required to gather, organise and present security information and documentation
* 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: | * communication equipment and procedures
* incident and security risk response procedures
* instructions from supervisors or colleagues
* legislative and regulatory compliance requirements relating to work tasks including surveillance and privacy
* personal presentation requirements
* reporting requirements and timeframes
* resource and equipment requirements
* security information to be gathered and presented
* specific client information and instructions
* travel routes and schedules
* 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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| ***Workplace policies and legal rights and responsibilities*** may relate to: | * access and equity policies, principles and practices
* client service standards
* communication and reporting procedures
* counter terrorism
* duty of care
* employer and employee rights and responsibilities
* licensing requirements
* own role, responsibilities and authority
* privacy and confidentiality
* professional standards, code of conduct and ethics
* resource parameters and procedures for accessing resources
* risk management
* storage and disposal of confidential information
* surveillance and monitoring
* team work
* use of force guidelines
* workplace health and safety (WHS) policies and procedures
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| ***Research methods*** may include**:**  | * discussions with others
* listening to voice messages and recordings
* observation and monitoring
* online information searches
* oral interviews and questioning
* reading and interpreting written information
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| Information ***sources*** may include: | * browsing the Internet
* discussions with clients and their staff
* discussions with colleagues and supervisors
* discussions with members of the public
* discussions with security industry representatives
* drones
* listening to voice recordings
* observations, monitoring or surveillance activities
* participating in interviews and meetings
* participating in workshops, conferences and seminars
* reading records, reports and case notes
* visits to libraries
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| ***Information technologies*** may include: | * computers
* facsimiles
* mobile devices such as phones and iPads
* printers
* scanners
* software
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| ***Relevant persons*** may include: | * clients and their staff
* colleagues
* security personnel
* supervisors
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