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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Load and unload cash-in-transit in secured and unsecured environments |
| **APPLICATION** | This unit specifies the skills and knowledge required to load and unload cash-in-transit in secured and unsecured environments.  It requires   * interpreting and complying with work instructions, procedures and policies, and with legal rights and responsibilities, including workplace health and safety (WHS), to identify and control hazards and risks and use safe manual handling techniques while transferring cash-in-transit consignments * constant monitoring of people, vehicles and goods in the loading area * implementing security procedures and operating security systems to prevent unauthorised access * securely transferring, verifying and delivering consignments and recording and reporting non-conformances * formulating and applying contingency measures to respond to changing risk circumstances and maintain security * requesting the client to verify the consignment, and completing transfer documentation   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. Select cash-in-transit loading site. | 1.1 Review work instructions to interpret and comply with workplace procedures and policies, and with legal rights and responsibilities including WHS.  1.2 Clarify operational details with relevant persons.  1.3 Select consignment loading site to meet work instructions.  1.4 Assess accessibility and security of loading site and, where deemed inappropriate, identify an alternative site in consultation with relevant persons.  1.5 Monitor people, goods and vehicles in the loading area to identify hazards, assess risks to consignment and implement necessary security controls.  1.6 Use interpersonal techniques to discuss consignment transfer details with relevant persons and obtain necessary authorisations. |
| 2. Transfer and secure cash-in-transit. | 2.1 Monitor loading area to maintain situational awareness and identify changing circumstances.  2.2 Implement security procedures and operate security systems to secure loading area and prevent unauthorised access.  2.3 Identify potential security risks and formulate contingency measures in consultation with relevant persons.  2.4 Respond to changing risk circumstances to maintain security of consignment and loading area.  2.5 Safely and securely transfer load according to work instructions.  2.6 Verify consignment information and record and report details of non-conforming items. |
| 3. Deliver cash-in-transit and complete transfer documentation. | 3.1 Deliver consignment and request client to verify consignment.  3.2 Complete transfer 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:   + complete consignment transfer documentation   + complete routine reports and forms * reading skills to interpret:   + workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements   + information and instructions written in English, such as consignment documents, labels and safety data sheets (SDS)   + site plans and features to assess security of loading site   + consignment information to verify contents * speaking and listening skills to:   + use questions to clarify operational information   + use a radio to give clear, sequenced instructions and reports, for example when reporting discrepancies with consignment content   + orally request the client to verify the consignment * numeracy skills to estimate time to meet scheduled timeframes for loading and unloading cash-in-transit * problem solving skills to:   + recognise suspicious movements of people, vehicles or goods in the loading area   + assess the security and identify the need for an alternative site   + formulate contingency measures to respond to risks when transferring consignment   + select and use correct manual handling techniques when carrying, loading and unloading cash-in-transit * 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** | 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** | | CPPSEC3XXX Load and unload cash-in-transit in secured and unsecured environments |
| **PERFORMANCE EVIDENCE** | | |
| A person who demonstrates competency in this unit must load and unload cash-in transit consignments in:   * one (1) secured location * two (2) different unsecured locations   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 permits for firearms, and handling and carrying dangerous goods   + limits of own responsibility and authority   + trespass and the removal of persons   + use of force   + workplace health and safety (WHS) including manual handling * accessibility and security issues that would deem a loading site to be inappropriate * approved communication terminology, call signs and radio channels used in the security industry * authorisations necessary to load and unload cash-in-transit consignments * cash-in-transit carrying, loading and unloading techniques * correct strategic positioning and tactics when conducting cash-in-transit operations * difference between secured and unsecured loading sites and the risks associated with each * principles of effective teamwork * procedures for activating and de-activating a range of common security systems and devices * procedures for handling non-conforming consignments * procedures for responding to a violent encounter including armed robbery * risk assessment steps and how they are applied * the phonetic alphabet and how it is used * types of security risks that may be encountered during cash-in-transit operations and appropriate responses for each * understanding of the force model | | |
| **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 load and unload cash-in-transit in secured and unsecured environments * 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: | * access to work site, including: * access and egress points * timing of access * authorisations * access codes * security systems and devices * back-up support or assistance * chain of command * communication equipment and procedures * consignment receipt and delivery instructions * incident and security risk response and emergency procedures * instructions from supervisors or colleagues * legislative and regulatory compliance requirements relating to work tasks * operational instructions and timeframes * personal presentation requirements * plans of site access, exit points and key physical features * reporting requirements * resource and equipment requirements * 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, manual handling and safety data sheets (SDS) * work tasks and standard operating procedures |
| ***Workplace policies and legal rights and responsibilities*** may relate to: | * anti-discrimination and diversity * apprehension and powers of arrest * chain of command * client service standards * code of conduct and ethics * communication and reporting procedures * consignment manifest * duty of care * emergency and evacuation procedures * industry codes of practice * licensing requirements for firearms and cash-in-transit operations * operational instructions * own role, responsibilities and authority * risk management * trespass and the removal of persons * use of firearms * use of force guidelines * workplace health and safety (WHS) policies and procedures |
| ***Relevant persons*** may include: | * authorities * clients or their staff * colleagues * emergency services personnel * members of the public * security personnel * specialist or technical staff * supervisors |
| ***Hazards and risks*** may relate to: | * consignment unsealed, in unusual position or displaying evidence of tampering * firearms handling * hazardous or dangerous goods and materials * inappropriate security maintenance requirements * inclement weather * loose goods * packages, goods, baggage or cargo left unattended or tampered with * persons carrying weapons * persons causing a public nuisance * persons behaving suspiciously * persons in emotional or physical distress * persons under the influence of intoxicating substances * persons with criminal intent * persons, vehicles and equipment in unsuitable locations * poor manual handling techniques * possible breakdown in security procedures * potential fire hazards * suspicious or unattended vehicles in areas not designated for parking * suspicious packages or substances * terrorism * uneven ground, steps or road surfaces * vehicular and pedestrian traffic * violence or physical threats |
| ***Risks to consignment*** may relate to: | * hazards * high-risk locations * loss through negligence * security of loading and unloading site * theft * weather |
| ***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 verbal 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 |
| ***Security procedures*** may relate to: | * armed robbery response * checking authorisation of personnel and vehicles in secured area * security of consignment * protecting clients * security of buildings, pavement routes, exits, entrances, thoroughfares and vehicles * security of storage areas * vehicle accident response |
| ***Security systems*** may include: | * activating and de-activating security systems and devices, such as: * access control systems * alarm systems * ATM vaults * digital versatile discs (DVDs), video cassette recorders (VCRs) and webcams * surveillance cameras * time-delay devices * two-key safes |
| ***Response*** may include: | * applying contingency measures * defusing the situation * evacuating the site * isolating area of potential risk * isolating risk * notifying relevant emergency services agencies * requesting support and assistance * tactical withdrawal * using negotiation techniques |
| ***Verifying*** consignments may relate to: | * confirming that container seals are correctly applied * confirming that the audit trail is preserved * identifying loose goods * identifying signs of tampering * identifying potential fire hazards * identifying unsealed consignments * identifying suspicious consignments, such as unusual positioning |