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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Maintain operational safety and security of work environment |
| **APPLICATION** | This unit specifies the skills and knowledge required to maintain operational safety and security of the work environment.It requires * interpreting and complying with work instructions, procedures, workplace policies and legal rights and responsibilities including workplace health and safety (WHS)
* selecting and organising security equipment for operational tasks, and assessing the work environment to locate access and entry points, emergency equipment and facilities, and security vantage points
* monitoring environmental factors and security equipment to maintain situational awareness
* communicating with others to develop, support and promote confidence, and gather and receive operational information
* assessing risk and formulating appropriate response options, and implementing security response measures that maximise the safety and security of self, people, property and premises.
* adjusting the response to adapt to changing circumstances
* seeking specialist assistance to maintain operational safety and security as required
* 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. Prepare for security operation and comply with legal requirements. | 1.1 Review work instructions to interpret and comply with procedures and workplace policies, and with legal rights and responsibilities including WHS.1.2 Use interpersonal techniques with relevant persons to develop, support and promote confidence.1.3 Select and organise security equipment required to meet work instructions.1.4 Assess work environment to locate access and entry points, emergency equipment and facilities, and to identify security vantage points. |
| 2. Monitor environment to maintain operational safety and security. | 2.1 Monitor environmental factors and security equipment to maintain situational awareness and promptly recognise changing circumstances.2.2 Gather and receive information from others in the work area using communication that is courteous and professional and which accounts for individual social and cultural differences.2.3 Conduct regular and systematic personal safety checks, and take corrective actions as required to maintain operational safety and security.2.4 Communicate regularly with relevant persons to give instructions and exchange up-to-date operational information. |
| 3. Formulate and carry out response to security risk situation. | 3.1 Identify security risk situation and assess degree of risk to self, others, property and premises.3.2 Formulate security response appropriate to assessed risk level, and which maximises the safety and security of self, others, property and premises.3.3 Implement security risk control procedures and adjust response to adapt to changing circumstances.3.4 Promptly seek specialist assistance or advice as required to maintain operational safety and security. |
| 4. Finalise security operation and complete documentation. | 4.1 Finalise security response, record details of risk and response procedures undertaken, and preserve incident scene.4.2 Report operational outcomes to relevant persons.4.3 Complete and securely maintain operational 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:
	+ maintain operational 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 directional signs and emergency procedures
* speaking and listening skills to:
	+ use questions to clarify and verify spoken security risk information
	+ communicate to give instructions
* numeracy skills to estimate time required to carry out operational tasks
* 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** | Superseded and is equivalent to CPPSEC3007A Maintain security of environment |
| **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 Maintain operational safety and security of work environment |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must maintain operational safety and security of the work environment for three (3) separate security operations involving, in each operation, 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
	+ counter terrorism
	+ crowd control and control of persons under the influence of intoxicating substances
	+ duty of care
	+ limits of own authority
	+ workplace health and safety (WHS)
* approved communication terminology, call signs and radio channels used in the security industry
* chain of command relevant to security operation
* crowd behaviour, dynamics and movement patterns that can threaten security
* factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
* methods of restraint and associated effects including causes and signs and symptoms of asphyxia
* negotiation techniques and how they can be used to defuse and resolve conflict
* premises emergency and evacuation procedures
* premises site layout
* 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 that may be encountered during guarding operations and response options for each, including situations involving terrorism and bomb threats
* 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 maintain operational safety and security of work environment
* 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: | * back-up support or assistance
* chain of command
* communication equipment and procedures
* incident and security risk response procedures
* instructions from supervisors or colleagues
* legislative and regulatory compliance requirements relating to work tasks
* operational instructions and timeframes
* personal presentation requirements
* premises location and layout
* 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
* work tasks and standard operating procedures
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| ***Workplace policies and legal rights and responsibilities*** may relate to: | * apprehension and powers of arrest
* chain of command
* client service standards
* code of conduct and ethics
* communication and reporting procedures
* 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
* operational instructions
* own role, responsibilities and authority
* risk management
* search of people and property and seizure of goods
* trespass and the removal of persons
* use of force guidelines
* workplace health and safety (WHS) policies and procedures
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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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| ***Relevant persons*** may include: | * clients
* colleagues
* emergency services personnel
* members of the public
* supervisors
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| ***Security equipment*** may include: | * communication equipment
* earpiece
* pager
* portable or mounted two-way radio
* telephone and mobile phone
* data or GPS (Global Positioning System) terminals
* locks
* maps and other site information
* pen and security notebook
* personal protection equipment
* security equipment
* electronic screening equipment
* video cameras and monitors
* batons, handcuffs, firearm or spray where licensed to carry and use
* torch
* transport
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| ***Environmental factors*** may relate to: | * access to assistance and resources
* availability of exits and opportunities for escape
* crowds and mass gatherings
* different degrees of light including low light and darkness
* locations of people and vehicles
* presence of several sources of threat
* time of day
* weather
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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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| ***Security risk situations*** may relate to: | * breaches of law e.g. trespass, criminal damage, offences against people, public order, misuse of drugs and alcohol
* emergencies e.g. fire, scenes of crime, accidents
* hazards e.g. physical, chemical, electrical, psychological, biological
* terrorism threats e.g. vehicles, packages, bombs, sabotage, assassination
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| ***Security response*** may involve: | * checking identification
* defusing the situation
* evacuating the premises
* isolating risk or area of potential risk
* issuing spoken warnings
* notifying relevant emergency services agencies
* offering assistance
* providing first aid
* requesting support and assistance
* restraint of person
* search of person or items
* tactical withdrawal
* using basic defensive techniques
* using negotiation techniques
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| ***Documentation*** may include: | * activity logs
* incident reports
* request for assistance forms
* security risk and incident details
* vehicle and personnel movements
* written and electronic reports
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