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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Monitor security and coordinate response from control rooms |
| **APPLICATION** | This unit specifies the skills and knowledge required to monitor security and coordinate a field response from within a control room.  It includes:   * interpreting and complying with operational information, workplace procedures and policies, and with legal rights and responsibilities to carry out control room operations * checking security systems and equipment for correct operation and cross-checking consistent information exchange with companion monitoring systems * monitoring security, interpreting information and alarms, assessing risk and deploying field staff to carry out an appropriate security response * conducting regular and systematic checks with field staff to provide information and directions and assistance as required to maintain safety and security of people, property and premises * finalising control room operations by carrying out change of shift procedures, updating security databases and completing 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. Prepare for control room operations. | 1.1 Interpret and comply with workplace procedures, policies and legal rights and responsibilities for control room operations.  1.2 Clarify operational information in consultation with relevant persons.  1.3 Check security system and equipment to confirm correct operation following manufacturers’ instructions.  1.4 Identify system or equipment faults or malfunctions and rectify or report for remedial action.  1.5 Cross-check systems and equipment with companion monitoring systems and confirm accurate and consistent information exchange. |
| 2. Monitor security and deploy field staff. | 2.1 Operate and monitor security systems and equipment to maintain security.  2.2 Receive and interpret security information and alarm, and assess incident nature and risk.  2.3 Deploy field staff to carry out security response proportionate to the nature of incident and risk.  2.4 Conduct regular and systematic checks with field staff to provide information and directions and to maintain security.  2.5 Respond promptly to irregular or non-responses from field staff to maintain safety and security of people, property and premises. |
| 3. Finalise control room operations and complete documentation. | 3.1 Carry out change of shift procedures ensuring monitoring and system continuity.  3.2 Update security database following workplace procedures.  3.3 Complete and securely maintain 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:   + maintain workplace documentation   + complete routine reports and forms * reading skills to interpret:   + procedures and policies that clarify legal rights and responsibilities   + technical information contained in manufacturers’ instructions   + visual information contained in closed circuit television (CCTV) screens and security cameras * speaking and listening skills to:   + use questions to clarify and verify spoken security information   + use communication equipment to give clear, sequenced instructions and information when deploying field staff * numeracy skills to estimate time and resources required to carry out operational tasks * problem solving skills to:   + formulate response options to match alarm or security risk situation   + rectify equipment or system malfunctions * 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 * technology skills to input, manipulate, retrieve and store electronic data in a variety of formats including databases | |
| **UNIT MAPPING INFORMATION** | Supersedes and is equivalent to CPPSEC3020A Monitor security from control room |
| **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 Monitor security and coordinate response from control rooms |
| **PERFORMANCE EVIDENCE** | | |
| A person who demonstrates competency in this unit must monitor security and coordinate response from control rooms to four (4) alarm events covering different risk scenarios in each event.  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:   + casinos and gaming   + counter terrorism   + duty of care   + information privacy and confidentiality   + licensing requirements and limits of own authority   + surveillance   + workplace health and safety (WHS) * approved communication terminology, call signs and radio channels used in the security industry * chain of command relevant to control room operation * communication formats relating to security systems (high speed, contact ID etc.) * crowd behaviour, dynamics and movement patterns that can threaten security * difference between local and monitored alarms * factors that may indicate escalation of conflict or risk and situations requiring specialist assistance * operational principles of a range of security systems, equipment and software used in control rooms * procedures for change of shift * procedures for communicating and collaborating with emergency services * procedures for deploying field staff to respond to security risks and alarms * procedures for preparing, storing and retrieving surveillance footage * range of security risk or incident situations and appropriate response procedures implemented from a control room * risk assessment steps and how they are applied * roles and responsibilities of field staff * surveillance recording systems (digital and analogue) and interfaces * the phonetic alphabet and how it is used * types of computer operating systems used in a monitoring centre * types of detectors monitored from a control room including passive infrared sensor (PIR), and dual tech * ways that social and cultural differences may be expressed | | |
| **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 monitor security and coordinate response from control rooms * 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: | * casinos and gaming * chain of command * client service standards * code of conduct and ethics * communication and reporting procedures * counter terrorism * duty of care * emergency and evacuation procedures * industry codes of practice * information privacy and confidentiality * licensing requirements * operational instructions * own role, responsibilities and authority * risk management * surveillance * workplace health and safety (WHS) policies and procedures |
| ***Operational information*** may relate to: | * assignment tasks * GPS monitoring * GSM monitoring * IT monitoring * medical monitoring * radio monitoring * incident and security risk response procedures * personal presentation requirements * personal protection equipment * reporting and documentation requirements * resource and equipment requirements * field personnel schedules * manufacturers’ instructions * operations manuals * organisational operating procedures and policies * security operational plans |
| ***Relevant persons*** may include: | * clients * colleagues * emergency services personnel * field personnel * supervisors |
| ***Security systems and equipment*** may include: | * access control systems * acoustic sensors * alarms and signals (local and monitored) * analogue (VCR) * automatic entrance and exit devices * biometric devices * business equipment * closed circuit television * communication equipment * computers and networked systems * digital * electronic field detection systems * electronic screening equipment * infra-red sensors * intelligent building systems * intruder alarm systems * motion sensors * movement detectors * personal duress alarms * static alarms * video cameras and monitors * wide-angle cameras |
| ***Companion monitoring systems*** are: | * parallel systems and may be electrical monitoring systems * written record |
| ***Security response*** may include: | * dispatching field support staff * notifying relevant emergency services agencies * notifying relevant personnel |
| ***Documentation*** may include: | * activity logs * databases * radio and telephone records * records of conversation * running sheets * security logs * security systems faults and diagnosis * situation reports * testing and inspection results * written and computer-based reports |
| ***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 |
| ***Documentation*** may include: | * activity logs * incident reports * request for assistance forms * security risk and incident details * vehicle and personnel movements * written and electronic reports |