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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Coordinate provision of quality security services to clients |
| **APPLICATION** | This unit specifies the skills and knowledge required to coordinate provision of quality security services to a range of clients.It includes: * interpreting and complying with work instructions, procedures, workplace policies and legal rights and responsibilities to deliver quality client services that satisfy specific client needs and preferences
* using interpersonal techniques and negotiation to offer service options that meet client requirements
* monitoring service provision to anticipate problems or delays
* implementing contingency measures to maintain client satisfaction
* negotiating to resolve areas of conflict and client complaints
* using interview and survey techniques to gather feedback on client service satisfaction
* working effectively with others to analyse feedback and identify and implement improvements to future service provision

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. Identify client needs and service preferences. | 1.1 Interpret and comply with workplace policies and legal rights and responsibilities for providing services to a range of clients.1.2 Use interpersonal techniques to discuss and clarify client service preferences, needs and expectations.1.3 Provide client with information about security services and systems to meet their specific needs, and assist client to select preferred option.1.4 Recognise personal limitations that may impede the provision of required client services and seek assistance from relevant persons. |
| 2. Deliver quality client service. | 2.1 Interpret and follow work instructions to provide client services.2.2 Identify client’s special requirements and adjust service to meet their needs.2.3 Anticipate service problems or delays and promptly implement contingency arrangements to maintain client satisfaction.2.4 Maintain communication with client and monitor service provision to provide up-to-date information and respond to changing circumstances.2.5 Use negotiation to resolve conflict and client complaints, and report issues to relevant persons. |
| 3. Review and improve client service. | 3.1 Seek regular feedback from clients to ascertain their satisfaction with service provision using interview and survey techniques.3.2 Analyse client feedback in consultation with relevant persons and identify improvements to future service provision.3.3 Record and implement agreed improvements to client service procedures. 3.4 Securely maintain client records according to legislative and workplace requirements. |
| ***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 routine reports and maintain client records using information technology such as a computer and software to send email communications
* reading skills to interpret:
	+ procedures and policies that clarify legal rights and responsibilities and client service standards
	+ information and instructions written in English
* speaking and listening skills to:
	+ use questions and paraphrasing to clarify client needs
	+ use negotiation to resolve client complaints and conflict
	+ orally report client service information and issues, face-to-face and using a radio or phone
* numeracy skills to estimate time required to meet client service requirements
* problem solving skills to:
	+ select client services to meet client needs and expectations
	+ adjust service to meet changing circumstances or client needs
	+ identify areas where client service can be improved
* 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
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| **UNIT MAPPING INFORMATION** | Supersedes and is equivalent to CPPSEC3006A Coordinate a quality security service to clients |
| **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 Coordinate provision of quality security services to clients |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must coordinate provision of quality security services to three (3) different clients.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 confidentiality
	+ workplace health and safety (WHS)
* approved communication terminology, call signs and radio channels used in the security industry
* how to read and use non-verbal communication to gain the confidence of others
* interpersonal techniques that promote positive interactions and communication with clients
* limits of own responsibility and authority
* methods for complying with privacy and confidentiality regulations when gathering, presenting and storing client information
* negotiation techniques and how they can be applied to resolve conflict
* organisational client service standards
* procedures and standards for reporting to clients
* questioning techniques that can be used to elicit specific information on client needs and preferences
* rights and responsibilities of different types of clients
* techniques for gathering and analysing client feedback using interviews and surveys
* types of security clients and available services and security systems to meet their needs
* uniform and personal grooming requirements to maintain a professional image
* ways that individual and social differences may be expressed
* ways to engage people with individual social and cultural differences and strategies for overcoming language barriers
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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 coordinate the provision of quality security services to clients
* 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: | * assignment instructions
* client service standards and confidentiality
* code of conduct and ethics
* communication and reporting procedures
* duty of care
* emergency and evacuation procedures
* evidence collection
* industry codes of practice
* licensing requirements
* own role, responsibilities and authority
* quality assurance
* risk management
* team work
* use of force guidelines
* workplace health and safety (WHS) policies and procedures
* Young Offenders Act
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| ***Interpersonal techniques*** may relate to: | * adjusting language to suit the audience
* allowing appropriate personal space
* allowing two-way interaction
* being culturally aware and sensitive in use of language and concepts
* being non-judgemental
* being respectful and non-discriminatory
* controlling tone of voice and using positive body language
* demonstrating flexibility and willingness to negotiate
* maintaining professionalism
* providing constructive feedback
* providing sufficient time for questions and responses
* using active listening
* using effective spoken and non-verbal communication
* using plain English and strategies to resolve language barriers
* using positive, confident and cooperative language
* using reflection and summarising techniques
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| ***Security services and systems*** may include**:**  | * security services:
* assisting members of the public
* control room monitoring
* controlling exit from and access to premises
* crowd control
* escorting people or property
* guarding
* monitoring centre operations
* routine security monitoring of premises or property
* screening of property or people
* security systems:
* alarms
* biometric
* computerised
* electronic
* mechanical
* personal
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| ***Personal limitations*** may relate to: | * being unsure of how to complete work tasks
* communication barriers
* conflicts with client
* client needs, preferences or expectations being outside the scope of available security services or systems
* current competence level
* difficult client behaviour
* difficulties in meeting designated timeframes
* licensing requirements
* need for back-up support or additional resources
* own competence level
* personal values and their impact on client service and work performance
* procedural knowledge
* scope of own role and responsibilities
* situational knowledge
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| ***Relevant persons*** may include: | * clients or their staff
* colleagues
* supervisors
* support services or agencies, such as emergency services
* technical security specialists
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| ***Work instructions*** may relate to: | * client identification and information details
* client service standards
* 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 privacy and confidentiality
* personal presentation requirements
* reporting requirements and timeframes
* resource and equipment requirements
* site layout including access and exit points
* 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 objectives, timeframes and standard operating procedures
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| ***Special requirements***may relate to: | * control of exit from and access to premises
* crowd control
* emergency security services
* escort of people and property
* non-routine information or service provision
* screening of property and people
* urgent requests
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