Draft 0.1

This is our work-in-progress update to CPPSEC2024A Implement electronic monitoring procedures: https://training.gov.au/Training/Details/CPPSEC2024A.

We are working with industry experts to ensure the updated unit:

- meets current and anticipated industry needs
- complies with current Standards for Training Packages
- is written in clear understandable English.

Information on our training package review and development process is available here: http://www.artibus.com.au/project-stage.

Summary of changes from current endorsed unit

Code and title change to better articulate unit outcome
Elements and performance criteria redeveloped to simplify and better articulate unit structure
Required knowledge updated and rationalised to add specificity and relevance

Updates Feb 2019:
Privacy requirements included in knowledge evidence

Updates May 2019:
Minor updates to apply edits and incorporate feedback, eg to licensing statement, assessment conditions info, knowledge, implementation guide links etc

Post EE:
Minor edits
Foundation skills modified to clarify requirements

Unit of Competency CPPSEC2024 Monitor and respond to electronic information from security equipment and systems

Application

This unit specifies the skills and knowledge required to monitor and respond to electronic information received from a range of security equipment and systems, including alarm monitoring management software. It includes accurately interpreting electronic information and applying correct response procedures to a range of security situations. Work is usually conducted from a secure electronic reporting facility, monitoring centre or control room.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

Prerequisite Unit

None.

Elements and Performance Criteria

1. Monitor electronic security information.	1.1	Review work instructions to confirm electronic monitoring requirements and timeframes and clarify issues with relevant persons.
	1.2	Review and follow workplace policies and procedures including work health and safety when carrying out work tasks.
	1.3	Inspect security equipment and system and check to ensure correct operation and connections following manufacturers' instructions.
	1.4	Clarify and comply with monitoring parameters for security equipment and system in accordance with workplace requirements.
	1.5	Systematically monitor electronic information from security system and equipment according to work instructions.
	1.6	Routinely cross-check security system and equipment with companion monitoring systems to verify accurate and reliable information exchange according to workplace requirements.
	1.7	Identify, correct or report faults or malfunctions in security system or equipment operation.
2. Respond to electronic security information.	2.1	Clarify response procedures with relevant persons.
	2.2	Receive electronic security information and verify reliability and accuracy according to workplace requirements.
	2.3	Identify and prioritise response to comply with required monitoring

		parameters.
	2.4	Identify risks associated with changing circumstances and obtain approval from relevant persons to vary response.
	2.5	Action required response to electronic security information according to workplace requirements.
3. Finalise electronic monitoring and documentation.	3.1	Carry out back-up procedures to protect electronic security information.
	3.2	Carry out change of shift procedures that ensure monitoring continuity.
	3.3	Complete monitoring documentation ensuring accurate response records responses are accurately recorded according to workplace requirements.

Foundation skills

Candidates require:

- reading skills to understand and follow written and diagrammatic instructions when operating electronic security equipment
- numeracy skills to calculate and enter numerical data into security systems.

Unit Mapping Information

Supersedes and equivalent to CPPSEC2024A Implement electronic monitoring procedures.

Links

Companion Volume Implementation Guide:
https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

Assessment Requirements for CPPSEC2024 Monitor and respond to electronic information from security equipment and systems

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by monitoring electronic information from security equipment and systems for three different shifts and actioning a minimum of six responses to electronic security information.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when monitoring and responding to electronic information from security equipment and systems:
    - licensing requirements and limits of own authority
    - privacy requirements
    - work health and safety
- change of shift procedures for workplace
- common electronic monitoring equipment and system configurations and programs
- common faults and malfunctions in security equipment and systems
- common keypad and control panel types and functions associated with electronic security systems and equipment
- computer software and software templates used for monitoring functions in security systems
- documentation to be completed when monitoring and responding to electronic security information
- methods for prioritising response options when monitoring and receiving electronic security information
- monitoring and response parameters for electronic security systems and equipment
- operating principles and functions of a range of electronic security systems and equipment
- procedures for verifying the authenticity of electronic information received from security equipment and systems
- procedures to back-up and protect electronic security information
- situations presenting risk and requiring approval to vary response
- types of alarm transmission technologies including wireless and internet protocol monitoring and dialler monitoring.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, work task specifications for monitoring and responding to electronic information from security equipment and systems, and electronic security equipment and systems required to achieve the performance evidence.

Links

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