Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCSSI20108   NVQ Level II in Industrial Security Operations

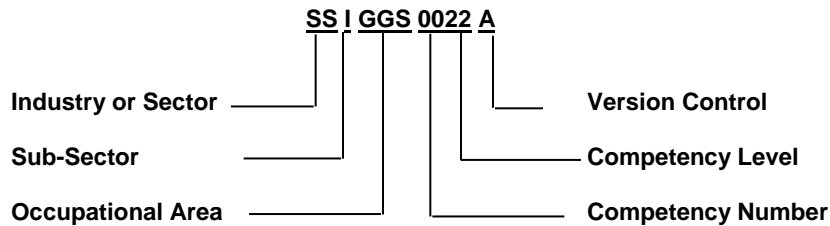| Unit Number	Unit Title	Core/Elective	Hours
SSICOR0001A	Apply basic defensive techniques	Mandatory	10
SSICOR0011A	Apprehend and arrest offenders	Mandatory	5
SSICOR0021A	Communicate in the workplace	Mandatory	20
SSICOR0031A	Control access to and exit from premises	Mandatory	30
SSICOR0041A	Control and direct crowds	Mandatory	15
SSICOR0051A	Employ batons and handcuffs	Mandatory	16
BSBCOR0161A	Handle telephone calls	Mandatory	25
SSICOR0061A	Understand and apply legal and procedural requirements	Mandatory	30
SSICOR0071A	Follow occupational health and safety procedures	Mandatory	20
SSICOR0091A	Maintain the security of premises and property	Mandatory	20
SSICOR0101A	Manage conflict in the workplace	Mandatory	20
SSICOR0111A	Manage intoxicated persons	Mandatory	5
SSICOR0121A	Observe and monitor people	Mandatory	10
SSICOR0131A	Operate basic security equipment	Mandatory	15
SSICOR0141A	Maintain an effective relationship with clients/customers	Mandatory	5
THHGHS0172A	Provide first aid	Mandatory	24
SSICOR0171A	Work as part of a team	Mandatory	20
SSIJUS0001A	Give evidence	Mandatory	8
SSIGGS0032A	Perform vehicle inspection	Mandatory	15
SSIGGS0042A	Respond to security risk situation	Mandatory	20
SSIGGS0052A	Execute evacuation procedures	Mandatory	15
SSIGGS0062A	Screen baggage and people	Mandatory	20
SSIGGS0072A	Prepare activity report	Mandatory	10
SSIGGS0082A	Assess security threat	Mandatory	15
SSIGGS0092A	Handle incidents	Mandatory	20
SSIGGS0102A	Conduct searches of individuals and property	Mandatory	20
SSIGGS0112A	Utilise and maintain security equipment	Mandatory	10
SSIGGS0142A	Carry out security post operations	Mandatory	15
SSIGGS0162A	Provide quality security services to clients	Mandatory	15
SSIGGS0172A	Respond to emergency situations	Mandatory	10
SSIGGS0182A	Plan and organise daily work activities	Mandatory	10
SSIGGS0192A	Work effectively in the security industry	Mandatory	10
SSIGGS0011A	Maintain lost and found facility	Elective	5
ITICOR0011A	Carry out data entry and retrieval procedures	Elective	40
BSBCOR0091A	Receive visitors	Elective	20
SSIGGS0012A	Handle canine for security patrol	Elective	40
SSIGGS0022A	Operate a security vehicle	Elective	8
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50
BSBBAD0862A	Receive and distribute incoming mail	Elective	30
SSIGGS0202A	Handle firearms	Elective	30
SSIGGS0212A	Maintain prisoner security during escort	Elective	20

Unit Number	Unit Title	Core/Elective	Hours
SSIGGS0222A	Undertake loading and unloading of valuables	Elective	10
SSIGGS0232A	Provide information to the public	Elective	10
SSIGGS0242A	Resolve conflict	Elective	10
SSIGGS0492A	Protect valuables in transit	Elective	20
SSIGGS0252A	Control and direct traffic	Elective	15
SSIGGS0263A	Coordinate quality security service to client	Elective	20
SSIGGS0273A	Lead small security team	Elective	20
SSIGGS0283A	Prepare and present security documentation and reports	Elective	20
SSIGGS0293A	Determine response to security risk situation	Elective	20
SSIGGS0303A	Plan and implement evacuation of premises	Elective	15
SSIGGS0313A	Maintain security of environment	Elective	20
SSIGGS0323A	Monitor and control work activities	Elective	20

To obtain this qualification, all core competencies plus a minimum of one (1) level one elective and one (1) level two elective and two (2) level three electives must be achieved.

Nominal Training Hours (Institutional Delivery) include total hours of Core competencies and Electives selected.

Example: SSIGGS0022A

SS I GGS 0022 A

Industry or Sector ————   Version Control

Sub-Sector ————   Competency Level

Occupational Area ————   Competency Number

KEY: COR – Core; BSB – Business Services (Business); SBM – Small Business Management; ITI - Information & Communication (Information Technology); SSI – Security Services (Industrial); THH – Tourism & Hospital – Hospital Sector; SSP – Security Services (Ports); JUS - Justice GGS – General Guarding Services; PSO – Ports Security Operations; BAD – Business Administration

SSICOR0001A: **Apply basic defensive techniques**

Competency Descriptor:

This unit covers the process of applying basic defensive techniques in a security risk situation. It requires the ability to use basic lawful defensive techniques to protect safety of self and others within the requirements of applicable legislation.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify need to use defensive techniques	1.1	Factors which might impact on own or others safety are identified and appropriate response procedures evaluated against use of minimum force guidelines and legislative and organisational guidelines.
	1.2	Causes of conflict and harmful behaviour are anticipated and appropriate responses to prevent escalation are reviewed.
	1.3	Alternative response options are assessed for viability and withdrawal options are identified and incorporated into defensive options.
	1.4	Personal safety needs are identified and if required, assistance is promptly sought in accordance with organisational guidelines.
2. Apply basic communication and conflict resolution techniques	2.1	Communication is continually maintained with subject and instructions are clear, justified and in accordance with legal and organisational guidelines.
	2.2	Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal information.
	2.3	Basic conflict resolution techniques are used to maintain positive interaction and divert and minimise aggressive behaviour.
	2.4	All communication is conducted in a courteous manner which reflects sensitivity to individual social and cultural differences in accordance with legal and organisational guidelines.
3. Apply basic defensive techniques	3.1	Appropriate basic defensive techniques are selected to ensure the protection of self and are applied within use of minimum force guidelines in accordance with legislative requirements.
	3.2	The actions of subject are continually observed to anticipate potentially aggressive actions.

3.3   Situations requiring advice or assistance are promptly identified and support or guidance requested in accordance with legal and organisational guidelines.

3.4   Stance and distance from subject maximises ability to apply recognised hold techniques quickly.

3.5   The need to restrain, secure or escort subject is established and action taken in accordance with legal requirements and assignment instructions.

3.6   Operational records and reports are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements and assignment instructions.

RANGE STATEMENT

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals and objectives
- legislation relevant to the operation, incident and/or response
- procedures relating to own role, responsibility
- client service standards
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- records and information systems and processes
- communication channels and reporting procedures

Factors which may affect safety could include but are not limited to:

- conflicts between members of public
- riots, demonstrations
- destruction of property
- ejection of persons
- security breaches
- persons suffering from emotional distress
- persons under the influence of alcohol or drugs
- situations affecting the security of self, others or property
- theft
- violence and physical threat

Response options may include but are not limited to:

- separation/isolation
- use of specialists/experts
- request for assistance
- use of conflict resolution techniques
- arrest or restraint of person
- use of empty hand techniques

Basic defensive techniques may include but are not limited to:

- body positioning
- body safety
- avoidance techniques
- take down techniques
- locking and holding techniques
- impact techniques
- blocking techniques

Records and reports may include:

- incident reports
- vehicle/personnel activity reports
- security logs/journals
- task allocation sheets
- records of conversation
- written/computer-based information
- radio/telephone records

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment
- access to specific security equipment
- additional training
- clarification of own role and responsibilities

Basic conflict resolution techniques may include:

- two-way interaction
- active listening
- interpreting and assessing actions for risk
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences

Legislation, codes and national standards must include:

- applicable security industry legislation and provisions including:
- use of minimum force guidelines
- licensing requirements
- applicable Crimes Acts/Codes
- relevant industry Codes of Practice

Potential for harmful behaviour may be indicated by:

- body language
- over talking
- intoxication
- frustration
- increasing aggression
- tiredness

Assistance may be sought from:

- medical personnel
- colleagues
- support agencies/emergency services
- supervisor
- management
- specialist teams

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- dress
- religious and spiritual observances
- social conventions cultural stereotypes
- conventions of gender/sexuality

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- legislative and/or other legal provisions (including provisions governing the use of force and the duty of care under criminal and civil law)
- organisational policies and procedures related to the use of empty hand techniques and incident management
- powers and procedures for effecting an arrest
- restraint methods and their associated effects (e.g. restraint related injury and/or death)
- approved communication terminology and call signs
- principles of effective communication including interpersonal techniques
- legislative and organisation procedures for the reporting and recording of information

Skill
The ability to:

- use communication techniques to reduce the level of risk or conflict
- apply first aid techniques
- effectively operate security and communication equipment
- apply problem solving strategies
- minimise threat to self and to others by use of appropriate force options
- observe and accurately record and report information
- interpret and comply with legislative requirements
- work effectively as part of a team
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- review response strategies and make adjustments according to changing circumstances

EVIDENCE GUIDE

Assessment must confirm sufficient ability to use appropriate skills and knowledge to protect self and others using basic defensive techniques. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

(1)   Critical Aspects and Evidence

Evidence should include a demonstrated ability to:

- identify current and potential risk factors and their impact on the incident/situation
- select response options within specified legal and strategic limits
- react in a timely manner to the application and termination of force
- apply empty hand techniques that avoid vital areas of the body where applicable
- use communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver
- use basic conflict resolution techniques to defuse conflict

(2)   Method of Assessment

Assessment of competency should involve the use of simulated activities and case studies requiring written responses and questioning in relation to the sequence of required procedures to be followed when executing this unit.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. confined spaces or public places.

SSICOR0011A: Apprehend and arrest offenders

Competency Descriptor:

> This unit deals with the apprehension of persons who have contravened established procedures and regulations at an assigned location.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Establish if lawful arrest should be effected	1.1	Behaviour of suspect clearly identified as constituting an offence according to relevant location instructions and applicable legislation.
	1.2	Relevant circumstances identified which clearly establish that an offence has been committed according to relevant location instructions and applicable legislation.
	1.3	Proof of offence established according to relevant location instructions and applicable legislation to justify an arrest.
	1.4	Assessment made to ensure that arrest can be effected with minimum danger to self and the public.
2. Prepare for apprehension	2.1	Course of action in effecting the arrest identified according to relevant location instructions and applicable legislation.
	2.2	Relevant personnel notified of imminent arrest if appropriate and back-up called for as required.
	2.3	Appropriate time, opportunity and location selected to effect the arrest in order to ensure safety and to comply with assignment instructions.
3. Perform the arrest	3.1	Need to restrain or secure offender established and action taken according to relevant applicable legislation and assignment instructions.
	3.2	Legal rights of person being arrested observed at all times.
	3.3	Offender approached; authority of arresting officer communicated to offender.

		3.4	Reasons for arrest conveyed to offender in a clear and concise manner.
		3.5	Offender and/or property searched to obtain evidence to support arrest and to obtain articles that may be used to harm self or others.
		3.6	OH&S procedures are observed.
4.	Restrain arrested person	4.1	Arrested person restrained in accordance with legal requirements and assignment instructions.
		4.2	Police notified and supplied with all relevant details and evidence associated with the arrest.
		4.3	Client informed of arrest according to assignment instructions.
		4.4	Account of arrest recorded according to assignment instructions and legal requirements.
		4.5	Due legal cause clearly established in report to police, client or employer.

RANGE STATEMENT

Monitoring may take place by means of visual, camera, electronic, other communications
Apprehension procedures may be those detailed in the assignment instructions

Time, opportunity and location of arrest may be selected based on:

- safety;
- discretion;
- assignment instructions

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- effective methods of restraint and control
- assignment policies and instructions
- employer policy and procedures regarding surveillance and apprehension
- relevant legislation covering the legal limitations of a security officer
- relevant OH&S policies
- requirements for proof of offence
- legal rights of person being apprehended
- court process

Skills
The ability to:

- identify suspicious actions
- conduct observation and monitoring of activities
- apply communication skills
- give instructions
- conduct a search
- establish proof of offence
- operate communications equipment
- effectively restrain offenders

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively apprehend and arrest offenders in accordance with the performance criteria and range statement.

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- understand and adhere to agreed and lawful observation procedures
- detect suspicious or unusual behaviour under a variety of security observation conditions and circumstances
- accurately identify offences justifying apprehensions
- formulate and apply a plan to apprehend offender in a safe, discreet and timely manner
- provide clear evidence to justify apprehension of offenders

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places. Case studies may also be used to gather evidence of underpinning knowledge.

SSICOR0021A: Communicate in the workplace

Competency Descriptor:

This unit deals with maintaining effective standards of
communication with clients and customers in the workplace.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Act on instructions from supervising staff	1.1 Response to directions/instructions dealt with so as to ensure the task is carried out and the requirements met.
	1.2 Instructions clarified to ensure complete understanding of the tasks and the requirements.
	1.3 Instructions carried out to ensure that specified time frames are met.
	1.4 Disagreements over instructions resolved using appropriate conflict resolution procedures.
2. Manage workplace information	2.1 Information organised in a clear, concise and logical manner to allow efficient reference and retrieval.
	2.2 Workplace documents completed according to legal and employer requirements.
	2.3 Security of documents and information ensured by adherence to assignment instructions.
3. Document incidents	3.1 All information relevant to and surrounding the incident recorded according to employer requirements.
	3.2 Document set out, presented and maintained in an appropriate format and according to legal requirements.
	3.3 Document written using language that is clear and to the point.
4. Communicate verbally	4.1 Language used in all verbal communication is clear, concise and appropriate to client and assignment requirements.
	4.2 Communication effectively maintained by use of approved terminology and call signs in all radio communications.

5.	Interact with the customer	5.1	Customer/client greeted appropriately using the recognised company greeting on all occasions.
		5.2	Customer/client needs established through use of effective questioning, listening and summarising skills.
		5.3	Customer/client needs satisfied and recorded where necessary according to assignment instructions.
6.	Provide advice to clients, customers and the public	6.1	Information provided based on accurate assessment of customer/client needs and is presented in a clear and concise manner.
		6.2	Range of options identified and clearly presented, when available.
		6.3	Details of advice given recorded and filed for reference as appropriate.

RANGE STATEMENT

Officer's responsibilities are as defined in assignment instructions

Persons making requests may be:

- supervisors
- managers
- colleagues
- members of the public
- clients

Instructions may include but not limited to:

- directions
- requests
- written or verbal

Customers may include:

- external customers
- internal customers
- representatives of related services
- contractors

Customer/client needs may include:

- information
- advice
- direction

Modes of communication may include:

- telephone
- face to face
- electronic media
- documents

Advice includes:

- site
- client
- employer information

Format of documents may be as specified by
employer or client

Documents may include:

- employer policy and procedures
- security plans
- incident reports
- daily/weekly reports
- shift reference file
- assignment instructions
- key register
- message book
- security notebook
- site plans

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- assignment instructions and approved
  company greeting
- own and supervisor's areas of responsibility
  and authority
- required documentation procedures
- approved communication terminology and call
  signs

Skill
The ability to:

- operate communications equipment and
  systems
- apply verbal and non - verbal communication
  effectively
- follow instructions
- file documents
- record information and perform report writing

EVIDENCE GUIDE

(1)   Critical Aspects and Evidence

Evidence should include ability to:

- act on a variety of work-related instructions
- communicate effectively in a variety of situations and with a diverse client/customer base

Evidence should include:

- correctly completed and maintained workplace documents including logs, journals or records
  that confirm instructions are carried out

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- Continuous assessment in an institutional setting
- Continuous assessment in the workplace,
- Simulated assessment or critical incident assessment.

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment may be conducted on or off-the job and should be done over time to establish consistency in performance.

SSICOR0031A: Control access to and exit from premises

Competency Descriptor:

> This unit deals with monitoring and managing the access/exit of persons and vehicles to and from premises including key control and site lock-up.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Control persons entering and leaving the site	1.1	Bona fides of persons entering premises or restricted areas verified by checking relevant details on identification documents.
	1.2	Issue and return of entry passes controlled according to assignment instructions.
	1.3	Incidents which infringe employer/client instructions reported and recorded.
	1.4	Persons attempting to gain entry without authorisation reported and information recorded as appropriate.
	1.5	Visitors received in an appropriate manner, appropriate person(s) notified and escort provided if necessary according to assignment instructions.
2. Inspect baggage and/or vehicles	2.1	Request to search person's property made according to assignment instructions, and having regard to legal requirements.
	2.2	Search carried out according to assignment instructions and legal requirements.
	2.3	Dangerous goods and prohibited items found during search are dealt with according to assignment and legal requirements.
	2.4	Client notified of items found during search, further instructions sought and acted upon where necessary.
	2.5	Persons refusing search request reported and dealt with according to assignment instructions, including denial of entry.

3.	Manage vehicular traffic	3.1	Vehicle access and issue of vehicle passes controlled according to assignment instructions.
		3.2	Vehicle parking permitted according to assignment instructions and relevant laws.
		3.3	Vehicle incidents or accidents reported to appropriate person and recorded.
4.	Check loads and manifests entering and leaving site	4.1	Vehicle access and issue of vehicle passes controlled according to assignment instructions.
		4.2	Items being transported from the premises or site checked against relevant documentation according to assignment instructions.
		4.3	Vehicles entering/leaving the site checked and/or monitored according to assignment instructions.
5.	Manage access control systems	5.1	Keys and key cards controlled, recorded and monitored according to assignment instructions.
		5.2	Controllable physical barriers operated according to assignment instructions.
6.	Lock/unlock buildings	6.1	Keys used to secure premises according to maker/client instructions.
		6.2	Premises patrolled according to assignment requirements during opening/lock up procedures.
		6.3	Mechanical services and office equipment turned off according to instructions.
		6.4	Client/assignment site logbook accurately maintained.

RANGE STATEMENT

Persons may include:

- visitors
- sales representatives
- contractors
- all persons with valid reason for entering premises
- emergency services
- demonstrators

Types of barrier may include:

- security turnstiles
- airlock systems
- traffic barriers
- remotely operated doors, shutters and gates
- keypads and card entry systems
- computerised entry systems

Legal regulations which apply to the specific security function, including:

- types of warrants and orders,
- rules for the seizure of goods and
- detaining or apprehension of individuals

Identification documents may include:

- ID card
- temporary passes
- work permits
- load manifests
- goods receipts

Incidents may include:

- refusal to show pass; lost pass; using a pass belonging to another party; accidents resulting in injury; vehicles incorrectly parked; stolen vehicles; forced entry of persons and/or vehicles; unauthorised items found during search

Assignment instructions may include reference to relevant Security Regulations

- times are all times specified by assignment instructions
- key control systems may be various

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant legal regulations
- assignment instructions
- alarm systems and locations
- communication codes
- operation of communication equipment
- client's instructions
- surveillance techniques
- risk factors
- site layout
- building security procedures
- dangerous goods
- confiscation procedures (where relevant)

Skills
The ability to:

- communicate clearly with clients /customers
- give instructions
- conduct a search (baggage, vehicles, loads)
- direct traffic
- lock and unlock buildings
- record keeping
- conduct observation and monitoring
- recording information and report writing
- manage an incident scene prior to the arrival of relevant authorities

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include the ability to:

- properly operate a variety of access control systems and associated equipment relevant to the assignment

Evidence may be derived from properly maintained log books, visitor's book, vehicle book, incident reports, computer entries and manifests, key register; and confiscation certificates.

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- Continuous assessment in an institutional setting
- Continuous assessment in the workplace,
- Simulated assessment or critical incident assessment.

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. confined spaces or public places.

SSICOR0041A: Control and direct crowds

Competency Descriptor: This unit deals with the control of crowd size, behaviour and direction of crowds.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Check venue	1.1	Precautionary crowd exit procedures identified on arrival according to assignment instructions.
	1.2	Communication equipment is checked and working order confirmed.
2. Provide security presence	2.1	Guard position assumed which provides maximum exposure and minimum risk.
	2.2	Current security status of the venue and crowd communicated regularly and as required to the supervisor or duty manager.
3. Monitor crowd size	3.1	Maximum crowd size ascertained from assignment instructions and use of specialized equipment.
	3.2	Crowd size is monitored in accordance with established venue capacity.
4. Respond to potential crowd problems	4.1	Unusual crowd patterns, behaviours and mood changes identified and reported.
	4.2	Potential problems identified and action taken according to assignment instructions and minimum force continuum guidelines.
	4.3	Persons behaving in a potentially disruptive manner are approached and advised of required behaviour in an appropriate manner according to assignment instructions.
	4.4	Need for back-up support recognised and acted upon immediately and in accordance with assignment instructions.

5.	Monitor crowd behaviour and safety	5.1	Site/venue access controlled in accordance with assignment instructions.
		5.2	Distress alarms responded in accordance with assignment instructions.
6.	Direct crowds	6.1	People directed to correct location(s) as specified and according to previously identified crowd control measures.
		6.2	People directed in a manner appropriate to the situation and according to assignment, client and legal requirements.
		6.3	People directed in a manner which minimises risk of injury to crowd and self.

RANGE STATEMENT

Venues may include:

- outdoor and indoor venues
- private functions
- public events
- licensed premises
- sporting
- events
- protests

Potential hazards may include:

- conflict between members of the crowd
- conflict between security staff and members of the crowd
- demonstrations
- use of alcohol/drugs
- failure to comply with direction/request from authorised person; noise, light, heat, limited space, fatigue, glass, furniture and fittings, stairways, smoke, weapons, clothing, equipment, lack of facilities (e.g. toilets) decorations and utilities

Use of force continuum guidelines include those set down by the government authorities

Persons posing a potential threat to client's safe operation of venue may include:

- intoxicated persons
- under-age persons
- persons under the influence of prohibited substances
- persons causing a public nuisance

Indications of disruptive or potentially disruptive behaviour may include:

- noise build up;
- greater concentration of crowds;
- crowds or individuals under the influence of alcohol/drugs;
- individuals in an unsuitable location

Specialized equipment may include:

- batons
- cuffs
- barriers

Communication equipment may include:

- 2-way radio
- telephone
- mobile telephone
- public address system
- megaphone; hand signals

UNDERPINNING KNOWLEDGE AND SKILLS

<u>Knowledge</u>
Knowledge of:

- relevant regulations and local laws
- assignment requirements
- use of communications equipment and systems
- distress alarm and action to be taken
- crowd exit procedures
- client licensing requirements
- identify need for back-up support
- potential safety or security problems
- use of force continuum guidelines
-

<u>Skill</u>
The ability to:

- use conflict resolution skills
- follow instructions
- apply interpersonal communication
- problem solving
- assess and monitor crowd behaviour, size, safety and direction
- operate communications equipment and systems
- conduct observation and monitoring
- identify crowd mood changes
- respond to alarms

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively control and direct crowds in accordance with the performance criteria and range statement.

(1)   Critical Aspects and Evidence

Evidence should include ability to:

- accurately check site/venue layout
- assess and communicate security status of the venue to nominated personnel
- detect and deal with disruptive and potentially disruptive behaviour in an appropriate manner
- maintain a professional presence as a deterrent to potentially disruptive individuals and groups
- accurately identify crowd size problems and respond appropriately
- apply use of force continuum guidelines

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places.

SSICOR0051A: Employ batons and handcuffs

Competency Descriptor: This unit covers all aspects of selecting, carrying, using and maintaining a variety of batons and handcuffs.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Carry batons and handcuffs	1.1	Batons/handcuffs selected according to appropriate need and legal requirements.
	1.2	Need for use of batons and handcuffs identified according to assignment and legal requirements.
	1.3	Batons and handcuffs carried according to assignment and legal requirements.
	1.4	Batons and handcuffs checked on receipt and return to ensure they meet employer safety requirements.
2. Use batons and handcuffs	2.1	Batons and handcuffs used safely according to standard procedures outlined in accredited training and legal minimum force guidelines.

RANGE STATEMENT

Minimum force guidelines include those set down by:

- Statutory legislation

Faults may include:

- rust on equipment; damaged batons; jagged edges; cracks; dents

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant legal, licensing and employer requirements
- use of force continuum guidelines
- a variety of batons and handcuffs
- guidelines for the carrying and use of batons and handcuffs
- safe use and handling of batons and handcuffs
- restraint methods
-

Skill
The ability to:

- demonstrate effective interpersonal communication
- follow instructions
- use handcuffs
- use a baton

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively employ batons and handcuffs in accordance with the performance criteria and range statement.

(1)   Critical Aspects and Evidence

Evidence should demonstrate the ability to:

- efficiently carry and use batons/handcuffs in various security situations
- assess situations and options available before selecting appropriate batons and handcuffs
- select and employ batons/handcuffs appropriate to a variety of situations and conditions
- apply the use of force continuum guidelines
- identify and deal with basic first aid emergency that may arise during restraint and detention

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places.

BSBCOR0161A: Handle telephone calls

Competency Descriptor:

This unit deals with telephone techniques in answering and receiving calls to disseminate and receive information for smooth flowing of communication in an organization.

Competency Field: Business Administration Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Receive telephone calls	1.1 Telephone calls are answered courteously and promptly using approved organization style.
	1.2 Callers are correctly identified and requirements accurately established.
	1.3 Call is correctly referred to the appropriate individual.
2. Analyse calls and route appropriately	2.1 Non-specific requirements are analysed and appropriate person or department to receive call is correctly determined.
	2.2 Where specific requests cannot be met, options and alternatives are identified and offered.
	2.3 Callers are given accurate information.
	2.4 Callers are kept informed of the reasons for any delay in connection.
	2.5 Callers are transferred correctly between extensions.
3. Answering, recording, & transcribing messages	3.1 Messages are recorded accurately, uncertainties clarified and messages passed to correct location promptly.
	3.2 Answering machines are correctly set to receive calls automatically.
	3.3 Recorded messages are accurately transcribed, urgent messages identified and all messages passed to the correct individual promptly.
	3.4 Records are up-to-date, legible and accurate.

4.	Making telephone calls	4.1	Name and number of person to be called and purpose of the call are accurately determined.
		4.2	Call is placed in accordance with organizational procedures.
		4.3	Conversation is brought to a suitable conclusion, restating relevant points.
		4.4	Information is transmitted correctly and efficiently.
		4.5	Customers are satisfied with telephone exchange.
5.	Adhere to confidentiality, security & equipment care procedures	5.1	Confidentiality and security procedures are maintained.
		5.2	Equipment faults are identified and promptly reported to an appropriate person.

RANGE STATEMENT

Competent performance of the criteria must be demonstrated in the context of this unit allowing the differences between enterprises. In addition, the following variables may be present for this particular unit.

Legislation, codes and National Standards relevant to the workplace which may include:

- relevant legislation from all government agencies that affect business operation, especially in regard to Occupational Health & Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes and practice

Purpose of call – Caller may wish to:

- speak to particular person
- seek information
- access company services
- purchase merchandise
- schedule appointment

Non-routine/emergency demands to include:

- difficult and irate callers

Records:

- callers' log book
- message pad

Information:

- specific
- technical (e.g. e-mail)

Options and alternatives:

- internal referrals
- referrals to other companies
- make information available at a later date

Telephone calls to include:

- long distance calls
- local calls
- international calls
- emergency calls

CALLERS TO INCLUDE:

- expected callers
- unexpected callers
- VIP's
- general public
- customers/clients
- salespersons
- business associates
- personal acquaintances
- family members

CONFIDENTIALITY MAY REFER TO:

- private, personal and confidential business information received by telephone

SECURITY:

In respect of telephone equipment including answering machine and voice mail

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant legislation from all government agencies that affect business operation, especially in regard to occupational Health and Safety
- telephone techniques relevant to switchboard operation and features
- use of the telephone as a business opportunity
- do's and don'ts of telephone use as it applies to the organization

Skills
The ability to:

- take written messages including detail
- follow-up on calls as promised
- answer politely and pleasantly under extreme internal pressure
- listen keenly
- speak clearly
- display proper attitude
- summarize messages

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

- Assesses learning opportunities to extend own personal work competencies on the use and operation of switchboard.
- Seeks feedback from clients and colleagues.
- Uses business technology to monitor calls and communication.
- Receives feedback constructively.
- Demonstrates good communication techniques in ending calls.

(5)   Method of Assessment

Competency should be assessed while work is being done under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Assessment may be intermittent checking at the various stages of the job application in accordance with the performance criteria, or may be at the completion of each process.

(6)   Context of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement.

Assessment must take account of the endorsed assessment guidelines in the Business Competency Standards.

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment.

Assessment should reinforce the integration of the critical employability skills and the Business Services Common Competencies for the particular NVQ-J Level. Refer to the Critical Employability Skills at the end of this unit.

SSICOR0061A: Understand and apply legal and procedural requirements

Competency Descriptor:

> This unit addresses the knowledge of legal constraints that are applicable to the performance of security duties. The knowledge of procedures described in this unit has direct application to the way work is performed and does not require skills in the interpretation of statutes, contract or common law Duty of Care.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Understand and apply standing orders to the requirements of the security function	1.1 Relevant standing orders for each job site/venue are obtained, discussed and confirmed with supervisors.
2. Confirm assignment procedures	2.1 Assignment procedures are clarified and confirmed through discussions with supervisors.
	2.2 Further information and clarification of legal issues associated with job specifications and procedures is sought, if required.
	2.3 Procedures for reporting potentially unlawful and unlawful activities are known and applied when relevant.
3. Complete relevant documentation	3.1 Documented information is accurately recorded and made available for use in a legally appropriate manner.

RANGE STATEMENT

The unit has application in all aspects of security services. The application of the legal regulations and procedures that devolve from these are likely to be limited by the level of responsibility delegated to the individual in the course of performing his/her work as a security officer.

Job specifications and related employer procedures, including those which apply to:

- routine security monitoring of premises
- crowd control
- screening of property and people
- escort of people and property
- control of exit from and access to premises
- the operation and storage of security equipment

Assignment procedures, including appropriate action to be taken in cases of:

- distress alarm
- bomb threats
- handling of valuables
- search and detention
- use of electronic surveillance equipment

- use of firearms and batons
- minimum force
- emergency evacuation
- seizure of prohibited substances

Variables which are likely to affect the performance include legal requirements related to :

- powers of arrest
- crowd control
- control of intoxicated persons
- types of warrants issued and the purpose of these
- types of orders governing specific security functions
- rules for the seizure of goods
- trespassers
- removal of persons

Limits on personal responsibility and liability:

- These limits may be described in job specifications and/or enterprise policy and procedures. They may also be defined through common law, contract law or statutes which apply to the nature of the work being performed.

Use of security equipment may be affected by requirements for additional training in the use and storage of such equipment.

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- legal regulations which apply to the specific security function, including types of warrants, types of orders, rules for the seizure of goods and detaining or apprehension of individuals
- client requirements and job specifications
- procedures for dealing with security issues
- procedures for dealing with exposure to hazardous situations and/or materials or objects
- limits on the use of force
- types of security situations which may be encountered and ways of legally dealing with them

Skill
The ability to:

- communicate effectively
- use and store protective security equipment
- apply legal requirements to job tasks

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to understand and apply legal and procedural requirements in accordance with the performance criteria and the range statement.

(1)   Critical Aspects and Evidence

Evidence should include an understanding of:

- the responsibilities arising from legal relationships in the workplace
- the limits on behaviour imposed on the officer by enterprise procedures, job specifications and related orders and statutes

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

A written test should be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment of competency may be made through practical demonstration in the work environment (or work-related), discussions about the application of legal considerations to specific security activities undertaken by the officer in the course of his/her duties or simulated activities.

SSICOR0071A: Follow occupational health and safety procedures

Competency Descriptor: This unit deals with recognising potential health and safety risks and the procedures and actions needed to eliminate or minimise those risks.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1 Identify OH&S risks	1.1	Potential hazards and identified hazards are recognised.
	1.2	Hazards and potential hazards are immediately rectified where possible and/or temporary action instigated to minimise risk until a permanent fix is in place.
	1.3	Identified and potential hazards to health and safety are recorded and reported according to organisation's procedures and assignment instructions.
	1.4	Duties undertaken and procedures used comply with employer/client health and safety codes of practice, and relevant Occupational Health and Safety regulations.
2 Contribute to the ongoing development of the organisation's OH&S procedures	2.1	Issues which may improve or enhance organisation's and/or site OH&S noted and communicated to appropriate client/employer representative.
	2.2	Client/employer request for contribution to OH&S matters clarified when necessary and actioned.
	2.3	Contributions made within scope of responsibilities, competence and employer procedures.

RANGE STATEMENT

Risks include all risks internal and external to premises under officer's responsibilities and/or risk to officer's own health and safety

Occupational Health and Safety (OH&S) acts and regulations are those set out in industry guidelines.

A hazard is a dangerous condition, either potential or inherent, and may result in injury to property or persons and can interrupt or interfere with the progress of a work activity.

Hazards and potential hazards may include but is not limited to :

- exposure to toxic substances
- risk of infectious diseases
- bodily fluids and wounds
- non-compliance with safety requirements
- biological contagion
- equipment failure
- firearms

Equipment may include but is not limited to ;

- gloves
- protective clothing/shoes
- hard hats
- safety glasses
- hearing protection
- respirator

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- employer/client OH & S policies and procedures
- the use of personal safety equipment and special clothing
- availability and contact numbers of emergency services
- employee responsibilities and obligations

Skills
The ability to:

- use personal safety equipment and special clothing
- communicate effectively

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include:

- knowledge of the hierarchy of eliminating or controlling risks
- knowledge of role and responsibilities of workplace health and safety delegate
- demonstrated ability to detect and respond to a variety of hazards and potential hazards
- demonstrated ability to adhere to assignment instructions regarding specific hazards
- correctly completed and maintained:
- site log or notification sheet
- housekeeping log (equipment)
- verbal or written submissions/proposals outlining potential hazards

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace,
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places.

SSICOR0091A: Maintain the security of premises and property

Competency Descriptor:

> This unit covers the competencies required for both mobile and static guarding and includes responding to alarm calls.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1 Patrol premises	1.1	Frequency and duration of visits to access points and control points, and routine telephone/radio calls to control room conducted according to assignment instructions.
	1.2	Equipment checked for serviceability according to standard operating procedures.
	1.3	Faults and damage to security equipment identified, reported and recorded according to assignment instructions.
	1.4	Faults and damage to security equipment rectified or replaced within area of responsibility.
	1.5	Factors which increase the risk to security identified during patrol, reported, regularly monitored and recorded according to assignment instructions.
	1.6	Previously reported risk factors monitored and reported until rectified.
2 Monitor installed system on premises	2.1	System malfunctions reported and recorded.
	2.2	Electronic security and protection systems monitored according to assignment instructions.
	2.3	Sterile area searched and secured.
	2.4	Building management/energy management systems set and verified according to assignment instructions.
	2.5	Source of any signal received identified, documented and appropriate action taken.
	2.6	Content of activity log maintained in an appropriate and legible manner and according to assignment instructions.

		2.7	After hours contacts made where appropriate to the situation and correctly documented according to assignment instructions.
3	Respond to security alarm calls	3.1	Alarm signals interpreted correctly and appropriate action taken.
		3.2	Codes/call signs used appropriately in all radio/telephone communication.
		3.3	Incidents reported in incidents log.
		3.4	Alarm site attended as assigned.
4	Undertake specific site observation	4.1	Observation of site undertaken according to assignment instructions.
		4.2	Observation position selected appropriate to the situation and the nature of the assignment.
		4.3	Identified incidents acted upon according to assignment instructions and client requirements.
5	Preserve incident site	5.1	Access is restricted to authorised persons only.
		5.2	Relevant authorities are contacted and made aware of the nature of the incident.
		5.3	Scene is undisturbed and evidence intact.
		5.4	Scene is guarded until relevant authorities arrive.

RANGE STATEMENT

Types of assignment may include:

- occupied premises
- unoccupied premises
- static guarding
- mobile patrol
- control room
- aircraft
- port vessels

Types of patrol may include:

- foot and vehicle patrol
- boat patrol

Types of access may include:

- doors
- gates
- shutters
- fire and emergency doors
- windows
- skylights
- hatches

Security equipment may include:

- door fastenings
- window fastenings
- security cabinets
- safes
- computers
- sirens
- electronic equipment

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- the steps necessary to arrange alarm deactivation
- communication codes
- operation of communication equipment
- control system operation
- customer's instructions
- surveillance techniques
- type of security equipment installed
- risk factors
- site layout
- building security procedures
- three reasons for entering an incident scene: preserving life and property; preventing further damage to persons and property; apprehending offenders

Skills
The ability to:

- conduct observation and surveillance
- patrol and monitor premises
- interpret alarm signals
- record information and report writing
- apply search techniques
- manage incident scene until authorities arrive

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively maintain the security of premises and property in accordance with the performance criteria and range statement.

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- correctly interpret and act upon client requirements
- correctly carry out site procedures and instructions
- identify and respond to faults, damage and factors which increase the security risk
- accurately respond to signals and information being received and respond to alarm signals
- undertake specific site monitoring assignments
- follow appropriate site monitoring procedures given the assignment requirements

(2)   **Method of Assessment**

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   **Context of Assessment**

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places.

SSICOR0101A: Manage conflict in the workplace

Competency Descriptor:

> This unit deals with handling, defusing and resolving difficult situations occurring in the workplace with minimum use of force if required.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify conflict situations	1.1	Conflict situation is identified.
	1.2	Person(s) involved dealt with in a manner appropriate to the situation and according to assignment instructions and employer policy.
	1.3	Assistance sought as appropriate.
	1.4	Conflict situations and/or persons reported to the appropriate personnel according to assignment instructions.
2. Manage conflict situation	2.1	Conflict assessment and resolution techniques used to establish possible solutions.
	2.2	Assistance sought to deal with unresolved conflicts as required and according to assignment instructions.
	2.3	Interaction terminated tactfully when appropriate.

RANGE STATEMENT

Conflict situations are those occurring between persons at the service location.

Conflicts are those:

- occurring between persons, and affecting the security or safety of persons, premises or property within the officer's responsibilities

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- assignment instructions and/or client brief
- company policy and procedures
- relevant legal requirements
- use of force continuum guidelines

Skills
The ability to:

- apply conflict resolution skills
- demonstrate tact and discretion when handling conflict situations
- assess situations requiring back-up assistance
- apply communication and problem solving
- demonstrate effective listening
- carry out incident reporting

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively manage conflict in accordance with the performance criteria and the range statement.

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- assess conflict situations and propose solutions
- deal with person(s) in an appropriate manner and according to assignment instructions and company policy
- seek assistance where appropriate
- understand company policy and legal guidelines
- terminate interaction tactfully where appropriate
- report incidents

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

Simulations and case studies may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment may be conducted in a simulated or real work environment and should include observation of performance which identifies conflict situations.

SSICOR0111A: Manage intoxicated persons

Competency Descriptor:

This unit deals with security requirements to effectively handle intoxicated persons at the assigned site.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Deal with underage drinkers	1.1	The situation is assessed and identification is checked.
	1.2	Non-serving of alcohol to underage drinkers is enforced and all parties are courteously advised of reason.
	1.3	Where underage persons are in a restricted area, they are tactfully asked to leave.
2. Determine the level of intoxication	2.1	The level of intoxication is established according to standard criteria for assessing intoxication.
3. Apply appropriate procedures to deal with intoxicated person	3.1	Appropriate procedures are applied according to the situation and organisational policy, including verbal warning or asking them to leave the premises.
	3.2	Customer service skills are used at all times.
	3.3	Assistance is offered and/or given according to established procedures.
	3.4	A quiet and respectful tone of voice is used at all times.
	3.5	Back up assistance requested if necessary.

RANGE STATEMENT

Situations are those:

- occurring between members of the public and security personnel, and affecting the security or safety of persons
- premises or property within the officer's responsibilities
- occurring between security officers and agent/staff of the customer

Situations may include:

- dealing with persons under the influence of drugs and/or alcohol
- ejection of people from the premises (where authority exists)
- breaches of legal requirements; persons attempting to bring prohibited items onto the premises e.g. alcohol, drugs
- abusive language or noise disturbance to staff or other guests
- abusive or violent behaviour to staff or other guests

Persons may include:

- staff
- customers
- visitors
- contractors
- suppliers

This unit applies to the security operation in the following premises:

- hotels/motels
- pubs/bars
- commercial catering establishments
- commercial business
- hospitals
- casinos
- clubs
- restaurants
- resorts
- theme parks
- tourist attractions

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant liquor laws
- relevant statutory laws regarding driving under the influence of alcohol
- symptoms of intoxication

Skill
The ability to:

- identify intoxicated person
- use conflict resolution skills
- use human relations skills

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively manage intoxicated persons in accordance with the performance criteria and range statement.

(1)   **Critical Aspects and Evidence**

Evidence should include a demonstrated ability to:

- Assess situations and propose solutions
- Use conflict resolution skills

(2)   **Method of Assessment**

Evidence should include observation in the work environment. Where workplace observation is not practicable, simulated situations, tests or case studies may be used.

(3)   **Context of Assessment**

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. confined spaces or public places.

SSICOR0121A: Observe and monitor people

Competency Descriptor:

> This unit deals with the observation and monitoring of people to maintain security, and taking appropriate action to prevent loss or damage to property and/or personnel.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare to monitor/observe	1.1	Assignment instructions are confirmed with client.
	1.2	Appropriate equipment to undertake assignment is selected and tested.
	1.3	Location is established to maximise visual observation of site target.
2. Observe persons behaving suspiciously	2.1	Individuals or groups behaving in a suspicious and/or unusual manner identified and monitored according to agreed assignment instructions.
	2.2	Suspicious incidents recorded using video surveillance tapes and/or photographic evidence of persons, or other means as determined in assignment instructions.
3. Respond to unlawful or suspicious incidents	3.1	The commitment of an offence or behaviour which constitutes an offence is identified.
	3.2	Proof of commitment of offence is obtained.
	3.3	Level of appropriate response is identified in accordance with the standing orders to the surveillance operation.
	3.4	Help of colleagues is enlisted as required.
	3.5	Relevant authorities notified if required.

RANGE STATEMENTS

Monitoring may take place by means of visual, camera, electronic, other communications
Relevant authorities may include police or emergency services
Surveillance equipment and systems
Guidelines for the use of photographs of suspects

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant local laws and regulations
- assignment instructions

Skill
The ability to:

- observation and monitoring
- follow instructions
- interpersonal communication
- problem solving

EVIDENCE GUIDE

(1)   Critical Aspects and Evidence

Evidence should include demonstrated ability to:

- detect suspicious behaviour under a variety of security observation conditions and circumstances
- accurately identify offences justifying action or apprehension

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace,
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Evidence should include observation in the work environment. Where workplace observation is insufficient, simulations or case studies may be used.

SSICOR0131A: Operate basic security equipment

Competency Descriptor:

> This unit deals with operating basic security equipment including, but not limited to computers and communication equipment.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1 Operate communication equipment	1.1	All equipment regularly checked to ensure it is operational.
	1.2	All equipment is operated according to standard operating procedures.
2 Operate computer equipment	2.1	Information entered according to software instructions and sequences and standard operating procedures.
3 Check basic monitoring equipment	3.1	Records legibly maintained according to assignment instructions.
	3.2	Alarm sectors tested according to assignment instructions.
	3.3	Faulty equipment identified and steps taken to rectify the situation according to assignment instructions.

RANGE STATEMENT

Computerised systems may include:

- Alarm systems - fire
- mechanical services
- lifts
- emergency
- energy management programs - various manufacturers

Records may include:

- alarm generations

Communication equipment may include:

- portable and mounted 2-way radio
- mobile phones
- fax
- pagers

Basic monitoring equipment may include:

- CCTV

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- site and required monitoring equipment
- assignment instructions
- operating procedures for fire equipment
- types of communication systems as appropriate
- employer requirements regarding collection and input of data

Skills
The ability to:

- apply basic keyboard skills
- identify faulty equipment
- operate communication systems
- operate basic security equipment

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively operate basic security equipment in accordance with the performance criteria and range statement.

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- correctly select and search computer menus as appropriate
- accurately enter relevant data
- check and test security equipment and record and report faults

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace,
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places.

SSIC0R0141A: Maintain an effective relationship with clients/customers

Competency Descriptor: This unit deals with building and maintaining an effective relationship with clients, customers and the public.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Maintain a professional image	1.1	Uniform and personal grooming maintained to assignment requirements.
	1.2	Personal presence maintained according to employer standards.
	1.3	Visible work area kept tidy and uncluttered.
	1.4	Equipment stored according to assignment requirements.
2. Meet client/customer requirements	2.1	Client requirements identified and understood by referral to the assignment instructions.
	2.2	Client requirements met according to the assignment instructions.
	2.3	Changes to client's needs and requirements monitored, and appropriate action taken.
	2.4	All communication with the client or customer is clear and complies with assignment requirements.
3. Build credibility with customers/clients	3.1	Client expectations for reliability, punctuality and appearance adhered to.
	3.2	Possible causes of client/customer dissatisfaction identified, dealt with and recorded according to employer policy.
	3.3	Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.
	3.4	Client/customer confidentiality maintained according to assignment instructions.

RANGE STATEMENT

Client brief may include:

- assignment instructions
- standing orders
- scope to modify instructions/orders in light of changed situations

Customers may include all members of the public.

Employer standards may include standing orders

Personal presence may include:

- stance; posture; body language; demeanor; grooming

Changes to client needs and requirements may be detected by:

- review of the client brief and/or assignment instructions
- discussion with the client/customer

Assignment instructions may be conveyed in writing, verbally or electronically.

Appropriate action may include:

- implementing required changes; referral to appropriate employer personnel; clarification of client needs and instructions

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- uniform and personal grooming requirements of the employer and the client
- Occupational Health and Safety requirement for the assignment
- legal requirements and guidelines for the storage of firearms and equipment (as appropriate and where required)
- assignment instructions

Skills
The ability to:

- pay attention to detail when completing client/employer documentation
- use interpersonal and communication skills required in client contact assignments
- apply customer service skills required to meet client/customer needs
- observe punctuality
- telephone technique
- apply problem solving and basic negotiation techniques
- maintain records

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- interpret client/customer requirements from information contained in the client brief and/or assignment instructions
- successfully deal with a variety of client/customer interactions
- maintain a professional image
- monitor and act on changing client or customer needs

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace,
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment may be conducted on or off-the job and should be done over time to establish consistency in performance.

THHGHS0172A: Provide first aid

Competency Descriptor: This unit deals with the skills and knowledge required to provide first aid.
It complies with standards, practices and procedures of St John
Ambulance Association and equivalent first aid bodies.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Assess and respond to emergency first aid situations	1.1	Emergency situations are quickly and correctly recognised.
	1.2	The situation is assessed and a decision promptly made regarding action required.
	1.3	Assistance from emergency services/colleagues/customers is organised where appropriate.
2. Provide appropriate treatment	2.1	Patient's physical condition is assessed from visible vital signs.
	2.2	First Aid is provided to stabilise the patient's physical and mental condition in accordance with organisation policy on provision of first aid and recognised first aid procedures.
3. Monitor the situation	3.1	Back up services appropriate to the situation are identified and notified.
	3.2	Information on the victim's condition is accurately and clearly conveyed to emergency services personnel.
4. Prepare an incident report	4.1	Emergency situations are documented according to company procedures.
	4.2	Reports provided are clear, accurate and timely.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors.

First aid treatment is that defined in Common
Law as emergency assistance provided to a second party in the absence of medical or paramedical care.

Factors which affect the provision of first aid are:

legal issues that affect the provision of first aid
in different industry sectors:

- the type of site where the injury occurs
- the nature of the injury and its cause
- availability of first aid equipment, medications
  and kits or other suitable alternative aids
- proximity and availability of trained
  paramedical and medical assistance
- the patient's cardio-vascular condition as
  indicated by body temperature, pulse rate and
  breathing rates
- chemical contamination

Injuries may include:

- cardio-vascular failure
- wounds and infections
- bone and joint injuries
- eye injuries
- burns
- external bleeding
- unconsciousness
- effects of heat or cold temperatures
- pre-existing illness
- bites

UNDERPINNING KNOWLEDGE AND SKILLS

- to demonstrate competence, attendance at and successful completion of an accredited
  First Aid course is required

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to provide first aid in accordance with the performance
criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

Look for:

- ability to correctly apply a range of first aid techniques for all situations described in the Range of
  Variables

(2)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular
checks, but may include some autonomy when working as part of a team. Competencies in this
unit may be determined concurrently. Assessment must be in accordance with the performance
criteria.

(3)   Context of Assessment

This unit will generally be assessed off-the-job.

SSICOR0171A: Work as part of a team

Competency Descriptor:

> This unit deals with the individual's contribution to the
> effective functioning of the team and the achievement of team
> goals.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Establish role within the team	1.1	Employer's operating procedures known and adhered to.
	1.2	Assignment instructions known and followed.
	1.3	Personal work standards maintained in a manner that supports the team effort and the employer's aims and objectives.
2. Build credibility with other team members	2.1	Team leader and colleagues supported in order to achieve team and employer goals and objectives.
	2.2	Work-related information and knowledge shared in order to increase the overall skills and knowledge base of the team.
	2.3	Work instructions implemented.
3. Contribute to team effectiveness	3.1	Team members kept informed of changing conditions or situations which might impact team effectiveness.
	3.2	Team members advised of potential hazards or changing OH&S requirements to maintain safety and security of other team members.
4. Maintain an effective team reporting procedure	4.1	Information required to meet ongoing client/employer requirements conveyed to other members of the team in a timely manner.
	4.2	Information relating to shift operations noted and recorded according to employer requirements.
	4.3	Incident reports completed when required.
	4.4	Details of incidents conveyed to incoming shift officer(s) where necessary, and recorded and reported according to assignment requirements.

		4.5	Incident reports followed up with appropriate personnel where necessary.
		4.6	Information which might affect shift requirements actively sought from outgoing shift.
5.	Provide back-up support	5.1	Nature of problem is identified and assessed.
		5.2	Emergency transmission identified and acted upon.
		5.3	Support request acknowledged as necessary, and prioritised against degree of urgency and other work commitments.

RANGE STATEMENTS

Information required by team members may include:

- incidents
- deviations from routine guarding procedures

Information may be conveyed:

- verbally
- in writing

Changing conditions or situations may include:

- changing client/customer requirements
- site/assignment instructions

Problems identified may include:

- workload
- emergency situations

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- assignment instructions
- employer/client reporting procedures
- emergency codes, transmissions, communications and procedures
- situations requiring back-up support
- team aims and objectives

Skill
The ability to:

- prioritise work tasks
- communicate effectively within a team
- apply interpersonal skills required to develop effective team relationships
- manage time

EVIDENCE GUIDE

(1)   Critical Aspects and Evidence

Evidence should include a demonstrated ability to:

- build and maintain effective working relationships
- identify and communicate information which will allow self and other officers to meet client/customer needs
- identify, assess and appropriately respond to requests for back-up support

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

Evidence of underpinning knowledge and understanding of processes and principles can be gained through questioning and by observation of previous work.

(3)   Context of Assessment

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

SSIJUS0001A: Give evidence

Competency Descriptor:

> This unit covers the skills and knowledge required to give evidence in a judicial or quasi-judicial environment. It requires the ability to prepare for legal proceedings, give evidence and report on outcomes of proceedings. This work would be carried out under routine supervision and within organisational guidelines.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Prepare for court proceedings	1.1 Court arrangements, role and involvement in proceedings are verified with appropriate person(s).
	1.2 Personal presentation, manner and language are consistent with protocols and organisational requirements.
2. Give evidence	2.1 Rules of evidence, procedures and protocols relevant to the jurisdiction involved are observed and adhered to throughout the proceedings.
	2.2 Evidence is based on fact and is presented in a clear, concise and unambiguous manner and complies with the rules of evidence.
	2.3 Opinion is provided on request within own level of qualification and expertise and in accordance with organisational policy.
3. Report on outcomes of proceedings	3.1 The outcomes of the proceedings are obtained, noted and reports completed where required according to organisational requirements.

RANGE STATEMENT

The following variables may be present for this particular unit:

Courts may include:

- district, local
- supreme
- court of appeal
- tribunals
- magistrates
- criminal and civil

Applicable legislation, codes and standards must relate to:

- relevant Statutory and Common law legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- industrial relations
- licensing arrangements
- Quality assurance and certification requirements
- applicable Crimes Acts/Codes
- relevant industry Codes of Practice
- trade practices
- privacy requirements

Documentation and exhibits may include:

- reports
- photographs
- items of evidence
- media footage
- reports of incidents
- radio/telephone records or logs

Feedback may be from:

- formal/informal performance appraisals
- comments from supervisors, colleagues or clients
- workplace assessment

Rules of evidence may involve:

- admissibility
- contemporaneousness

Arrangements, role and involvement may include:

- confirmation of time
- date and location of proceedings
- confirmation of evidence required to be presented

Court protocols may include:

- punctuality
- voice clarity and language
- impartiality
- forms of address
- respect for people and offices held
- standards of dress, physical appearance
- readiness of self and evidence
- general demeanour

Appropriate persons may include:

- supervisors, management
- colleagues
- legal representatives
- clients
- witnesses

Evidence may include:

- testimony
- documents
- physical exhibits

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and/or response
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- duty of care, code of conduct, code of ethics
- records and information systems and processes
- communication channels and reporting procedures

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant legislation including 'rules of evidence'
- procedures and protocols of judicial proceedings and contexts
- briefing and documentation requirements
- general principles regarding admissibility of evidence in courts

Skill
The ability to:

- collate and organise information
- write routine reports
- communicate in a clear and concise manner
- seek clarification and feedback as required
- comply with legislative requirements and judicial protocols
- communicate effectively

EVIDENCE GUIDE

Assessment of performance should be over a period of time covering all categories within the Range Statement.

(1)   Critical Aspects and Evidence

Evidence should include the ability to:

- understand and comply with protocols and procedures required for attendance in a judicial or quasi-judicial environment
- present evidence in a clear and concise manner and, as required
- provide opinion within own level of qualification and expertise
- report on outcomes of proceedings

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and should involve the following techniques:

- Simulated assessment or critical incident assessment.
- A written test of underpinning knowledge.

(3)   Context of Assessment

Assessment of this competency may be conducted on or off-the-job. For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

SSIGGS0032A: Perform vehicle inspection

Competency Descriptor: This unit deals with the skills and knowledge required to inspect vehicles posing security risk and includes intercepting a vehicle in a safe manner, verifying the identity of the driver and/or passengers, inspecting the vehicle and acting on non-compliance with security procedures.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Intercept vehicle in a safe manner	1.1	All interceptions and procedures are planned with team members to ensure compliance with legislation, codes of practice, organisational procedures and standards.
	1.2	A safe location is selected for stopping of vehicle in accordance with organisational policy and workplace health and safety requirements.
	1.3	Clear and appropriate signals are given to the driver of the target vehicle to stop the vehicle.
	1.4	Appropriate instructions for parking in designated areas are provided to operators of vehicles.
	1.5	Movement of occupants are carefully observed and a high state of readiness for action is maintained.
	1.6	Occupational health and safety requirements are followed to prevent injury or damage.
2. Obtain information	2.1	Driver and other occupants are requested to produce identification in accordance with organisational policies and procedures.
	2.2	Details of identification and pertinent vehicle information are recorded in accordance with legislation, policy and procedures.
	2.3	Details of identification of driver and/or occupants are verified with relevant authorities where required.
	2.4	Information relating to purpose and nature of business of occupants is obtained and verified with appropriate person(s) in accordance with organisational requirements.

		2.5	Information on goods and other property in vehicle is obtained and recorded in accordance with organisational requirements.
3.	Inspect vehicle and contents	3.1	Occupants are clearly notified of intent to inspect vehicle and contents in accordance with organisational requirements.
		3.2	Occupants are asked to exit vehicle where required.
		3.3	Relevant security equipment is used in conducting the inspection in accordance with standard operating procedures.
		3.4	Keen observation is applied during the inspection and indicators of non-compliance with security procedures are detected in accordance with standard operating procedures.
		3.5	Inspection is conducted thoroughly in accordance with occupational health and safety and organisational policies and procedures.
		3.6	Content/loads/manifests are examined and all relevant information are recorded in accordance with organisational requirements.
		3.7	Searches of occupants are conducted in accordance with established laws and organisational policies and procedures.
		3.8	Communication is maintained with relevant personnel to ensure safe, efficient and complete inspection.
4.	Act on non-compliance with security procedures	4.1	Instances of non-compliance with established security procedures by occupants are recognised and handled in accordance with standard operating procedures.
		4.2	Relevant persons are notified of the breaches in security procedures in accordance with organisational policies and procedures.
		4.3	Instructions to detain vehicle or confiscate items are followed in accordance with organisational policies and procedures.
		4.5	Necessary records/paperwork are completed in accordance with legal and organisational requirements.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Organisational policies and procedures should include:

- security guidelines for screening access to and exit from restricted premises
- guidelines for accountability of movements and activities of offenders or members of the public
- authorisations to search
- guidelines for the handling, security and storage of unauthorised property
- use and maintenance of general security equipment relevant to work roles and responsibilities
- relevant legislation and statutory requirements governing work role in the justice system.

Vehicles may include:

- cars
- trucks
- vans
- caravans
- carts
- carriages
- buses
- motorcycles

Prohibited items that need to be seized and held can vary according to the jurisdiction and its policies and purpose, and may include:

- prescription and non-prescription drugs
- other drugs on illegal or banned lists
- food
- vegetable matter
- mobile phones
- money
- firearms and associated equipment, such as ammunition
- knives and similar weapons
- general weapons, including knuckledusters, bows and arrows
- explosives and associated equipment
- dangerous goods

Legislation, regulations, policies and guidelines may include:

- enabling/principal legislation
- other legislation impacting on search and seizure
- regulations
- organisational policy and guidelines
- standard operating procedures
- rules of evidence
- public sector standards
- codes of practice
- privacy legislation
- rights of individuals and organisations who are subjects of the search

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- all aspects of organisation's policies and procedures relevant to searching vehicles and people
- relevant laws, assignment and legal requirements and procedures regarding inspecting/searching of vehicles and persons
- legal and client requirements associated with the seizure of goods and property
- equipment manufacturer's operating instructions
- operating security equipment
- requirements for incident records and reports
- requirements for emergency evacuation
- use of equipment and safety procedures
- faults and potential problems and the requirements for reporting them
- risks and emergencies and the requirements for identifying and responding to them
- duty of care responsibilities and requirements

Skill
The ability to:

- to clearly communicate inspection and search related requests
- display discretion in observing and/or searching
- conduct observation and monitoring
- identify instances of non-conformance
- intercept and stop vehicles safely
- accurately identify dangerous goods or prohibited items as per assignment instruction and regulations
- use equipment for the purpose and in the manner intended and as authorised
- use search methods specified in operating procedures
- be polite and courteous to visitors
- respond to incidents and emergencies
- use information systems

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstration of knowledge of standard operating procedures relating to searching vehicles/individuals and legal requirements
- intercepting and stopping vehicles safely
- ensuring that no breaches in security arrangement are being committed
- obtaining and verifying information
- undertaking searches and seizures as required
- detaining vehicle/individuals and confiscating property as instructed
- providing instructions and information to affected parties
- responding to and reporting on breaches of security requirements
- compliance with all policies, standards and legal requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0042A: Respond to security risk situations

Competency Descriptor:

> This unit deals with the skills and knowledge required to operate as a member of a security team and recognise potential security risks and incidents and to take action, within own area of responsibility and ability.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare for response to security risk	1.1	Security equipment assigned for use is stored and maintained in a safe, accessible and serviceable state.
	1.2	Current standard operating procedures to be followed are identified and understood.
	1.3	Potential security risks in the operating environment are identified and reported to relevant parties in accordance with organisational policies and procedures.
2. Assess the potential risk	2.1	Security risks correctly identified and potential for harm are recognised and assessed.
	2.2	Advice is sought from relevant people when evaluating the risks when required.
	2.3	Actions to mitigate risks are identified in accordance with established guidelines.
	2.4	Further escalation of the security risk situation is assessed and further potential danger to people and property reported.
	2.5	The nature of the security risk is determined and reported.
	2.6	The situation variables are examined and taken into account.
	2.7	Needs, including those for assistance, are promptly and accurately prioritised.

3.	Develop plan of action	3.1	Options for action are identified and assessed in accordance with established procedures.
		3.2	Available resources are efficiently utilised.
		3.3	A plan of action which balances group and individual safety with contextual issues is prepared in accordance with established procedures.
		3.4	The involvement of other security teams is considered in the plan.
		3.5	Established emergency procedures and policies are implemented correctly as part of the plan of action.
		3.6	Occupational health and safety requirements and safe working practices, including selection of personal protective clothing and equipment relevant to the situation are taken into account in the plan of action.
4.	Respond to security risk situations	4.1	Security risk situations are responded to according to established procedures.
		4.2	Assessment of environment for hazards is undertaken and appropriate precautions against those hazards are implemented.
		4.3	Identified hazards are promptly reported to people in danger and other personnel involved in the response.
		4.4	Instructions from the other authorised parties are confirmed and implemented safely and promptly.
		4.5	Appropriate equipment is selected and operated according to workplace emergency procedures.
		4.6	Organisational procedures and policies and legal requirements are adhere to in the event of having to apprehend any offender.
		4.7	All individuals are removed from danger area in accordance with established procedures.
5.	Communicate with and complement other personnel	5.1	Effective communication with team members and team leader is constantly maintained.
		5.2	Activities are consistent with the plan of action and support the work of other team members.
		5.3	Activities support the actions of other teams and agencies.

| | | 5.4 | Any injuries, accidents or near misses involving team members are reported to the appropriate individuals. |

6. Complete post-response activities

6.1   Evidence relating to the cause, origin and progress of any incident is preserved and recorded in accordance with organisational and legal requirements.

6.2   Appropriate assistance is provided to all investigations and evaluations in accordance with organisational policies and procedures.

6.3   Equipment is returned to a state of readiness as soon as is reasonably practicable in accordance with established emergency procedures and organisational policies and guidelines.

6.4   Debriefings are attended and participated in as appropriate in accordance with organisational policies and procedures.

6.5   Reports and documentation are accurate, precise and submitted in timely manner to appropriate parties in accordance with organisational policies and procedures.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Potential security risks may include

- animal or livestock emergencies
- bomb threat
- building invasion/armed invasion
- chemical, biological and radiological
- civil disorder
- criminal acts
- hurricanes, including storm surge
- deliberate self-harm
- earthquake
- failure of utilities
- fire
- flood
- hazardous substances incidents
- hostage situations
- industrial accident
- letter bomb
- medical emergency
- severe weather/storm damage
- structural instability
- terrorism
- transport accident
- toxic emission
- veterinary emergencies
- wildfire

Other teams may include:

- ambulance/medical services
- coast guard
- defence workplace response teams
- fire services
- organisational specialist response team
- organisations identified as response or support agencies as defined in the appropriate legislation
- other external agencies such as hazmat teams, bomb squads, animal rescue services
- police services
- relevant government authorities (such as environmental protection)
- rescue services
- damage control
- emergency control organisation
- fire team
- first aid
- maintenance
- security

Hazards may include:

- chemical, biological, radiological
- climatic
- electrical
- environmental
- explosive
- fire
- mechanical
- psychological (e.g. critical incident stress)
- noise related
- security related
- storm/flood
- structural
- thermal
- wildlife related

Personal protective equipment and clothing may include:

- protective clothing
- helmets
- boots
- gloves
- breathing apparatus
- bullet-proof vests
- goggles
- activity-specific equipment

Emergency equipment may include:

- emergency vehicles, trailers, trolleys or caches
- fire protection equipment
- forcible entry tools
- life support equipment
- monitors (or turrets)
- personal protective clothing and equipment
- rescue equipment
- spill or leak control kits

Plan of action may include:

- search procedures, i.e., search of likely routes followed, systematic search, voice or whistle contacts
- evacuations
- control of fire
- administering of first aid
- assistance to injured party member
- retrieval of party member
- activity - specific rescue techniques
- organisation's procedures

Precautions may include:

- eliminate the hazard
- substitute with a lesser hazard
- isolate the hazard
- engineer controls i.e. guarding
- implement procedures to minimise risk
- use appropriate personal protective equipment

Situation variables may include:

- capabilities of the individuals involved
- weather conditions
- topography
- time frame for survival
- other time factors
- human resources
- available food and water
- size of search area
- time of day
- communications facilities and difficulties
- emotional and physical condition of the individuals

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- duties and functions of security personnel
- organisation's standard operating procedures
- types of security risks
- hazards and the precautions necessary during control activities
- procedures for responding to alarms
- tactics for safely handling specific emergencies
- organisational emergency procedures
- alarm systems and associated equipment
- appropriate personal protective clothing and equipment
- security risk assessment
- equipment operating characteristics, limitations, hazards, precautions, procedures and general care
- role and function of emergency response entities
- crowd control
- emergency precautions
- communication techniques
- teamwork
- Occupational Health and Safety procedure
- legislative and regulatory requirements

Skills
The ability to:

- identify security risks
- deal with incidents
- control emergency situations
- work with others
- plan for and implement standard operating procedures
- deal with contingencies
- perform assessment and analysis
- protect self and others
- prepare reports
- provide information and instructions
- access and use protective clothing and equipment safely and effectively under emergency conditions
- communicate effectively during incidents and emergencies
- care for protective clothing and equipment
- interpret and respond to alarm systems
- re-stow equipment

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of standard operating procedures, legal requirements and relevant organizational policies and procedures
- recognise potential security risks in the environment
- prepare, operate, utilise and maintain emergency equipment and resources
- assess risks and prepare appropriate plan for the context of the risk
- respond promptly to security risk situations and implement established procedures
- maintain safety of self and other during response
- recognise and prioritise actions and remove others from danger
- provide accurate information promptly and clearly to intended receiver
- follow instructions, work with other individuals and support other teams
- exercise control in response and deal effectively with changes in the situations
- document information and participate in and complete post-response activities
- perform tasks in accordance with established and organizational emergency procedures
- compliance with Occupational Health and Safety requirements, organizational policies and procedures and industry requirements
- compliance with all legal, regulatory and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency. Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0052A: **Execute evacuation procedures**

Competency Descriptor: This unit deals with the skills and knowledge required to complete
                             evacuation procedures in the event of a situation wherein evacuation of site
                             is required.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Respond to incident	1.1	Alarms/indicators of emergency situation are quickly recognised and location of incident accurately established.
	1.2	Individuals on site and other relevant personnel are alerted using appropriate equipment and terminology for emergency warnings.
	1.3	Emergency response agencies are called in accordance with organisational procedures.
	1.4	The nature, extent and degree of threat from the incident are assessed and reported according to emergency procedures.
	1.5	Immediate action required are identified and executed in accordance with emergency procedures.
	1.6	The safety and welfare of people is taken into consideration as the first priority in any action.
2. Provide instructions to individuals onsite	2.1	Evacuation orders are confirmed with authorised personnel.
	2.2	Instructions are provided to individuals relating to evacuation procedures in accordance with organisational policies and procedures.
	2.3	Instructions are delivered clearly and precisely to avoid confusion.
	2.4	A calm and confident manner is maintained in all communication and actions.
	2.5	Evacuation routes and assemble points are indicated to evacuees in accordance with emergency procedures.

3.	Evacuation incident site	3.1	Individuals are safely evacuated from incident scene following established procedures.
		3.2	Individuals with special needs are assisted to safe areas.
		3.3	Safe access and exit to assembly points are maintained according to emergency procedures.
		3.4	Inability of individuals to respond to evacuation orders are immediately reported and instructions and support are sought in accordance with emergency procedures.
		3.5	Obstacles to successful evacuation are recognised and handled in accordance with established procedures.
		3.6	Head count of individuals is maintained to account for the number of persons evacuated.
		3.7	Account of incidents and own response are recorded and reported according to organisational requirements.
		3.8	Incident debriefing and counselling is undertaken as required in accordance with to organisational policies.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Reason for evacuation may include:

- fire (electrical, gaseous substances, flammable liquids and fats, combustible materials)
- bomb
- poisonous gases
- highly flammable material
- explosive device

Appropriate persons may include:

- building manager
- supervisors
- managers
- colleagues
- emergency services
- clients

Hazardous conditions may include:

- adverse weather and fire behaviour
- smoke
- chemical fumes
- fire
- explosions
- after-dark operations
- difficult terrain
- dangerous goods and substances
- time pressure
- level of visibility
- structural collapse

Incident assessment may include:

- type and size of incident
- risk to life
- property and environment
- hazards/no go areas
- climatic and weather conditions
- capability of assigned personnel
- adequacy of allocated equipment
- crowds gathering
- installed fire protection
- type of building
- persons trapped
- exposures
- access

Communications may include:

- round to air
- hand signals
- distress signal units
- whistles
- verbal and written instructions
- radio
- telephone
- mobile phone

Communications equipment may include:

- radio (e.g. VHF aeronautical)
- telephone
- computer
- facsimile
- pager
- mobile data terminal
- audible alarms/whistles

Obstacles may include:

- falling debris
- smoke inhalation
- incorrect/insufficient information on location and intensity of the fire
- stairway exits blocked
- incorrect use of fire fighting equipment
- potential explosives

Reduction of hazard risk may be achieved by:

- removing potential hazard
- closing off area
- marking area or potential hazard
- notify management

Organisational policies and procedures may include:

- legal and regulatory requirements
- personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- industrial relations policies
- policies and procedures relating to own role, accountability, responsibility and delegation
- continuous improvement in processes and maintenance of established quality standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programmes
- emergency and evacuation procedures
- client service standards
- rules of engagement
- human rights requirements
- duty of care, code of conduct, code of ethics
- privacy and confidentiality policies and legalisations
- records and information systems and processes
- communication channels and reporting procedures

Incidents may involve:

- life threatening situations
- protection of property and the environment
- armed offenders
- explosive devices

Evacuation of premises to be made via:

- prescribed primary route(s)
- designated alternative route(s)
- to designated assembly point

Alarms/indication of emergency may include:

- siren
- whistles
- loud noise
- shouts
- smoke and fire
- chemical odour
- explosion

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- potential safety hazards and risks
- premises layout and access points
- location of emergency and security systems
- bomb threat procedures
- principles of effective communication
- organisational policies and procedures relating to operations
- hazards/ potential hazards and their effects
- organisational policies, procedures, goals, objectives and direction
- use safety equipment
- evacuate routes and assemble points
- evacuation procedures
- relevant legislation and regulations
- Occupational Health and Safety requirements
- organisational performance standards, criteria and assessment techniques

Skill
The ability to:

- use communication equipment
- respond promptly to an incident
- assess risks and apply safe work practices
- communicate effectively
- assess incident site
- contact emergency services
- provide safety instructions
- follow evacuation procedures
- maintain safety of evacuees
- maintain head count
- record and report information

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of the principles and practice of security operations, standard operating procedures and evacuation procedures
- prompt response to incident and alerting others of incident
- assessment of situation to provide information to authorized persons
- recognize danger and respond promptly to maintain safety of others
- provide instructions and evacuate others when instructed
- lead evacuees to safe area and render assistance as required
- follow correct procedures to evacuation of all individuals and accounts for everyone
- take appropriate actions to overcome obstacles to ensure safety and security of individuals and property
- demonstrate understanding of roles and responsibilities, assignment instructions and authorised actions
- complete debriefing, recording of information and all documentation correctly
- compliance with organisational standards, policies, procedures and guidelines
- work in accordance to health and safety requirements, quality assurance standards and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0062A: Screen baggage and people

Competency Descriptor:

This unit deals with the skills and knowledge required to monitor and screen people, baggage and vehicles.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Operate screening equipment	1.1	Preliminary testing of equipment performed to manufacturer's specification.
	1.2	Equipment is correctly operated to screen baggage and people in accordance with manufacturer's instructions and organisational policies and procedures.
	1.3	Images and alarms continually and consistently monitored and interpreted.
	1.4	Prohibited and/or hazardous items identified and appropriate action taken according to assignment and legal requirements.
	1.5	Faults, damage to security equipment reported and recorded according to assignment instructions.
2. Undertake search of persons or property	2.1	Need to undertake search of person/ property appropriately identified.
	2.2	Search conducted according to established laws.
	2.3	Search carried out in an appropriate manner according to assignment instructions.
	2.4	Persons or people whose property is being searched provided with an explanation of the reason for the search.
	2.5	Search carried out only at appropriate locations and by persons of the same gender where possible according to specific legislation or assignment instructions.

3.	Screen baggage	3.1	Appropriate instructions for placement of baggage in designated areas are provided in accordance with organisational policies and procedures
		3.2	Appropriate equipment is used in screening of baggage in accordance with organisational policies and procedures.
		3.3	Alarms and readings are accurately interpreted and responded to in accordance with organisational policies and procedures.
		3.4	Non-compliance with rules/regulations/requirements are recorded and handled in accordance with organisation's standard operating procedures.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Organisational policies and procedures should include:

- security guidelines for screening access to and exit from restricted premises
- guidelines for accountability of movements and activities of offenders or members of the public
- authorisations to search
- guidelines for the handling, security and storage of unauthorised property
- use and maintenance of general security equipment relevant to work roles and responsibilities
- relevant legislation and statutory requirements governing work role in the justice system.

Screening equipment may include:

- x-ray security screening equipment
- trace explosive detection scanners
- trace chemical detection scanners
- infra-red detectors
- hand-held metal detectors
- magnetometers

Prohibited items that need to be seized and held
can vary according to the jurisdiction and its
policies and purpose, and may include:

- prescription and non-prescription drugs
- other drugs on illegal or banned lists
- food
- vegetable matter
- mobile phones
- money
- firearms and associated equipment, such as
  ammunition
- knives and similar weapons
- general weapons, including knuckledusters,
  bows and arrows
- explosives and associated equipment
- dangerous goods

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- all aspects of organisation's policies and
  procedures relevant to screening baggage and
  people
- relevant laws, assignment and legal
  requirements and procedures regarding search
  of persons
- legal and client requirements associated with
  the seizure of goods
- screening equipment manufacturer's operating
  instructions
- testing requirements for screening equipment
- requirements for incident records and reports
- requirements for emergency evacuation
- use of equipment and safety procedures
- faults and potential problems and the
  requirements for reporting them
- risks and emergencies and the requirements
  for identifying and responding to them
- duty of care responsibilities and requirements

Skill
The ability to:

- to clearly communicate search/screening
  related requests
- display discretion in observing and/or
  searching
- conduct observation and monitoring
- identify x-ray images, including organic and
  inorganic, metallic and non-metallic items
- use screening equipment to accurately
  identify dangerous goods or prohibited items
  as per assignment instruction and
  regulations
- use equipment for the purpose and in the
  manner intended and as authorised
- use search methods specified in operating
  procedures
- identify faults in security procedures and
  problems in equipment and practices
- be polite and courteous to visitors
- respond to incidents and emergencies
- use information systems

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstration of knowledge of operations and purposes of security screening equipment
- testing and operating screening equipment to specifications
- interpreting accurately and responding to alarms and signals from equipment
- undertaking searches and seizures as required
- providing instructions and information to affected parties
- responding to and reporting on breaches of security requirements
- compliance with all policies, standards and legal requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0072A: Prepare activity report

Competency Descriptor:

This unit deals with the skills and knowledge required to prepare activity reports required by the organizations and is concerned with providing information in different forms, according to the needs and requirements of the individual work roles and responsibilities.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Gather and record information	1.1	The reasons and requirements for recording and reporting are identified and the set procedures for specific types of reports are followed.
	1.2	A standardised format of recording and reporting is used (standard forms).
	1.3	Information is collected and is set out in order of priority.
	1.4	Accurate and complete information, notes and records are kept.
	1.5	It is ensured that the conclusions drawn and the actions taken match the information which is available.
2. Evaluate information	2.1	Where information is unclear or difficult to understand, clarification and assistance is sought.
	2.2	Information collected is relevant and sufficient.
	2.3	Information is assessed for its validity and reliability.
	2.4	Conclusions drawn from report/information are based on reasoned argument and appropriate evidence.
	2.5	A determination is made whether more information is needed and it is gathered and included.
3. Produce document	3.1	Language is appropriate to the receivers of the report.
	3.2	The document is organised logically, is structured and balanced according to purpose and context.
	3.3	The document is formatted and presented according to organisational standards.
	3.4	Preparation is completed within the specified timeframe.

		3.5	Organisation and OHS requirements and procedures are followed.
4.	Deliver oral presentation	4.1	Language is appropriate to the audience.
		4.2	Presentation is organised logically, is structured and balanced according to purpose, audience and context.
		4.3	Concise and well-presented support materials are used in oral presentations.
		4.4	Efficient time management is used during presentation.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to preparing activity report.

This unit requires evidence of reports prepared for:

- audiences from different levels of authority and status
- routine and predictable context and with non-routine activities
- audiences inside the organisation
- audiences outside the organisation
- operating procedures and work unit requirements

Different sources of information may include:

- offender information system
- interviews
- personal observations
- recorded incidents
- case notes
- previous reports
- colleagues

Additional sources of data/information may include:

- organisation documents
- court library
- internet
- on- information services
- texts government publisher
- precedent back

Reports may include:

- crime scene report
- report describing an incident
- progress report
- report on group activity
- report of work undertaken

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- information gathering techniques
- report writing formats
- presentation techniques
- relevant sources of information
- purpose of range of reports required by organization
- editing and proof reading
- grammar, punctuation and vocabulary of official language
- industry terminologies
- information analysis
- organisational policies, regulations and guidelines
- relevant laws and legal requirements
- document production technologies

Skills
The ability to:

- collect and analyse information
- produce report document
- identify and access information sources
- communicate effectively
- determine purpose and audience of report
- write and format report
- produce report to requirements
- work safely
- manage time
- produce quality work
- verify relevance, accuracy and currency of information for intended use

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to prepare activity report in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of report writing and presentation techniques, relevant information sources and purpose of various reports required by the organisation
- check that information is clear and accurate
- sort the information into a logical pattern
- determine what information is relevant
- recognise the urgency and high risk components of specific reports
- check what extra information is needed and finding it
- summarise the information
- make conclusions which are clearly based on the information;
- provide the information in the correct format, language and form required by the organisation and the reason for the report
- present report orally in a manner appropriate to audience
- compliance with organisation's policies, guidelines and procedures
- work in accordance with safety and quality requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0082A: **Assess security threat**

Competency Descriptor:

This unit deals with the skills and knowledge required to assess current, future and potential threats to identified assets, the general public or activities.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Conduct background assessment	1.1	General safety issues are discussed and confirmed in consultation with the client and colleagues in accordance with organisational procedures.
	1.2	Relevant information and data is gathered from identified sources and assessed for accuracy and relevance in accordance with organisational and assignment requirements.
	1.3	An assessment is conducted of existing threats and existing security arrangements to determine the range of potential or actual undesirable outcomes.
	1.4	Additional information is sourced as required from reliable and verifiable information sources.
2. Identify existing and potential threats	2.1	Context for identifying threats is based on an accurate understanding of the threats to operational environments and public safety.
	2.2	Potential causes and sources of potential or existing threats are identified based on an evaluation of gathered information and data.
	2.3	Information gaps are identified and additional information is collected from appropriate sources to ensure all potentially relevant information is included in the process.
	2.4	Assessment criteria for measuring level of potential or actual threat are followed in accordance with established standards and organisational procedures.

		2.5	Likelihood and realisation of threat is assessed against identified information and data and organised in a format suitable for analysis and interpretation in accordance with organisational requirements.
		2.6	Threats to public safety are systematically monitored to assess appropriate response with specific consideration given to changing roles, locations, and stability of operating environment.
3.	Undertake consequence assessment	3.1	Potential targets and areas at risk are identified and monitored in accordance with operational procedures,
		3.2	Potential consequences of threats are confirmed through consultation with appropriate person(s) and assessment of all relevant information.
		3.3	Preventive actions are taken and future operational activities are to counter threat in accordance with organisational policies and guidelines,
4.	Prepare findings	4.1	A report outlining assessment findings is prepared in the required format, style and structure and presented to the relevant person(s).
		4.2	Information is valid and relevant and assessment and recommendations are clear, justified and consistent with facts on the ground.
		4.3	All queries are responded to promptly, courteously and accurately with appropriate regard to public concerns and organisational roles and responsibilities.
		4.5	All information and material is securely retained and stored in accordance with legislative and organisational requirements.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to assessing security threat.

Threat may include:

- deliberate, natural, accidental or perceived events
- an agent or event that could put an asset/community at risk (theft, vandalism, fire, flood, power loss, etc.)
- affect the security of individuals
- any cause of loss, disclosure, destruction or compromise of asset
- action resulting in loss of goodwill, reputation or credibility of community/individual
- risk of litigation

Causes and sources of threats may include:

- natural events or the environment
- an individual
- a group of people
- an organization
- drugs
- social discontent
- economic decline

Sources of information may include:

- current and past members of the community
- other officers operating or have operated in the community
- organisational records
- similar organisations and industries (domestic and international)
- security contractors or consultants
- service providers
- field experts (for example social workers)
- annual reports
- newspaper articles
- research papers
- government agencies
- media (journals, TV, radio, magazines)
- security industry associations
- internet/intranet

Relevant information and data may include:

- demographics of the community
- intelligence
- community activities and functions
- existing crime reduction strategies
- organisation's operational plans
- history of incidents
- potential risks/threats experienced by similar communities
- social and economic of the community

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and/or response
- employer and employee rights and responsibilities
- performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes

Consequences may include:

- loss of lives
- loss of trust in organisation
- loss of asset (e.g. property, reputation, goodwill)
- loss of services or businesses
- loss or reduction of productivity
- disruption to community life
- consideration of effect on police force's ability to continue core functions
- atmosphere of fear
- economic decline

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- types of threats
- causes of threats
- consequences of threats
- factors impacting on security
- threat assessment techniques and processes
- basic security risk management
- principles of security risk management
- distinction between information and intelligence
- concept of litigation
- client and organisational confidentiality policies
- principles of effective communication
- organisational goals and objectives, activities and systems
- relevant legislation and regulations
- Occupational Health and Safety requirements
- relevant industry codes of practice and standards

Skills
The ability to:

- accurately identify existing or potential threats
- communicate in a clear and concise manner both orally and in writing
- relate to persons of different social and cultural backgrounds and of varying physical and mental abilities
- prioritise tasks and organise schedules.
- access stored information
- research and analyse information
- use basic statistics
- obtain information using appropriate communication skills including interviewing, questioning and customer relations
- prepare and present verbal and written reports
- apply reasoning and logical analysis to make decisions and solve problems

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to assess security threat in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of existing and potential security threats, enforcement procedures and preventative strategies to counter threats
- recognize and determine existing and potential threats
- conduct assessment of threats and security arrangements
- access and gather relevant information and data
- monitor threats and respond appropriately and in accordance with organization's policies and procedures
- assess consequences of threats and suggest recommendations for further actions
- communicate effectively and deal politely with all enquiries
- perform all tasks in accordance with standard operating procedures and organization's policies, procedures and standards
- compliance with all regulations and legal and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:
- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement
- from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0092A: Handle incidents

Competency Descriptor:

This unit deals with the skills and knowledge required to participate in the planning, conduct and reporting of investigations of incidents which have resulted in, or have a potential to result in, injury or damage.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Conduct initial assessment of situation	1.1	Area is checked to ensure that it is safe and arrangements have been made to meet initial needs of those involved in the incident.
	1.2	Integrity of the site and personnel is established and maintained in accordance with legal requirements and to ensure objectivity of information collected.
	1.3	Statutory and legal obligations are identified and, if required, other relevant government agencies advised.
	1.4	Key persons within the organization are notified.
	1.5	Factors affecting the complexity of the investigation are determined and notified.
	1.6	Stakeholders and interested parties are identified and notified as appropriate.
2. Participate in establishing investigative process	2.1	Organisational policies and procedures for incident investigation are accessed and known.
	2.2	Investigation team is convened appropriate to the level of the investigation.
	2.3	Scope of the investigation is defined taking account of legislative requirements.
	2.4	Involvement of interested parties is facilitated in accordance with legislative requirements.
	2.5	Resources required to conduct the investigation, including the need for expert advice (if required), are identified and sourced
	2.6	Barriers to investigation are identified and addressed.

3.	Collect information for analysis	3.1	Sources of information and data are identified and accessed.
		3.2	Incident site, equipment and other evidence involved is inspected.
		3.3	Gathering of information and data by others is facilitated.
		3.4	Statements, photographs, measurements and documentary evidence are taken and recorded, taking account of objectivity, confidentiality and legal implications.
		3.5	Members of investigation team are appropriately involved.
4.	Analyse information and data	4.1	Conceptual basis for the analysis is identified and understood by the investigation team.
		4.2	Conceptual basis for the analysis is identified and understood by the investigation team.
		4.3	Causative event/s is researched.
		4.4	Conditions and circumstances that contributed to the causative event are identified.
		4.5	Intervention points on the time line for prevention are identified.
5.	Compile investigative report	5.1	Results of analysis are documented in a format to suit the required target audiences and legal requirements.
		5.2	Report is phrased in objective terms and cites evidence and reasons for conclusions
		5.3	Report includes recommendations for prevention
		5.4	Following appropriate authorisation, relevant information and data is disseminated to key personnel, stakeholders and external agencies as appropriate

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to handling incidents.

Incidents may include:

- auto accident
- industrial accident
- freak accident
- fire
- unexplained cause of death

Stakeholders and interested parties may include:

- community
- the organisation's board or advisory council
- coroner
- government agencies
- managers
- insurance companies
- employees and family members
- politicians
- workgroup members and people who may be exposed to similar situations
- unions
- employers

Barriers to investigation may include:

- changes to incident scene
- length of time from when incident occurred/first identified
- management and employee attitude including desire to protect self and others
- political and community stakeholder sensitivity
- time limits imposed
- limited resources available
- legal restrictions or limitations (temporary, short-term or long-term)
- geographical location and/or accessibility
- economic implications
- condition of witnesses
- cultural issues
- language
- availability of research data and analysis or testing equipment
- availability of technical design information and data relevant to the investigation
- lack of records

Other members of the investigative team may include:

- fire officials
- medical personnel
- government officials
- experts

Complexity may be affected by:

- legal implications arising from the incident or post incident related matters
- involvement of external agencies
- language competencies of parties involved
- technical implications
- seriousness of injury or other outcomes
- conflict of interest issues
- existence of secondary hazards
- administrative implications
- level of public or political interest
- international conventions
- number of other parties

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- government and policy environments within which operations will be conducted
- different types of criminal activity and their elements
- available resources which may need to be deployed to support the investigation
- security issues and classifications
- correct interpretation of all applicable laws, policy and procedures
- legal and ethical considerations in investigations which involve juveniles and people with disabilities
- investigation principles and the range of investigation techniques available
- knowledge of case management systems and the range of contexts in which they can be applied
- court procedures and evidentiary requirements in provision of briefs of evidence for use by the prosecution
- ethics, professionalism and cultural diversity
- role and functions of other agencies who work with policing in the conduct of investigations
- methods and process for subject/suspect identification and profiling
- general background appreciation of pathology
- the impact of the police role on individuals and groups regarding law enforcement
- oral communication (listening, establishing rapport, negotiation, conflict resolution)
- written communication, in particular the capacity to provide clear comprehensive, accurate and chronologically sequenced written documentation
- analytical techniques, in particular application of logic and reasoning to identify and select avenues of inquiry and substantiate these choices
- decision making and problem solving
- basic investigation methods and skills
- preparation and submission of documents
- operational safety

Skills
The ability to:

- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- communicate effectively with personnel
- prepare legally defensible reports
- use consultation and negotiation skills
- develop plans and implementing and monitoring designated actions
- analyse relevant information and data
- make observations
- use language and literacy skills appropriate to the workgroup and the task
- access internal and external information and data pay attention to detail when making observations and recording outcomes

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to handle incidents in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of investigative methods and techniques, conducting investigations and the relevant laws applicable to these activities
- assess the situation and establish basis for investigation
- notify other parties and collaboratively investigate incident
- deal appropriate with the issues impacting on conduct of investigation
- arrive of conclusions based on analysis of information and data
- prepare report and submit to authorized parties
- communicate effectively
- source and access information from appropriate sources
- gather, assess, compile and document information
- compliance with all legal requirements and organisational policies and procedures
- ensure all processes used in the investigation meet organisational policies and procedures and jurisdictional law

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0102A: Conduct searches of individuals and property

Competency Descriptor: This unit deals with the skills and knowledge required to conduct search of individuals and property including preparing for and implementing search and seizure and completing post-search activities and debriefing.

Competency Field: Private Security

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare for search and seizure	1.1	The purpose of the search is identified, approval is gained from client and procedures relating to the search are confirmed.
	1.2	Assessment is made of where items might be obtained with and/or without the use of a search/seizure warrant.
	1.3	Intention to search is advised in accordance with legislative requirements and organisational policy and procedures.
	1.4	Operational planning to address the range of requirements for a search/seizure is carried out in accordance with organisational guidelines and legal requirements.
	1.5	Ensure the search/seizure conducted in accordance with organisational and safety guidelines.
	1.6	The need for assistance with the search and/or seizure is identified and organised in accordance with organisational policies and procedures.
	1.7	Search is conducted in presence of the responsible party.
2. Implement search	2.1	Search is conducted according to standard operating procedures to ensure thorough and systematic process is used.
	2.2	Equipment and/or technology and other resources are used according to organisational guidelines.
	2.3	Where assistance is obtained, the search is undertaken in accordance with lead agency requirements.
	2.4	Records are made of the search process, items/evidence uncovered in the search and subsequent actions.

3.	Conduct seizure	3.1	Alternatives to seizure are considered and subsequent action is recorded and justified against legislation, policy and regulations.
		3.2	Items/evidence and any related information are seized or otherwise dealt with in accordance with legal requirements and standard operating procedures.
		3.3	Items/evidence are appraised, seized, recorded and receipt issued in accordance with organisational procedures, legislative requirements and the rules of evidence.
		3.4	Items/evidence are removed, secured and, if required, disposed of, in accordance with organisational procedures, legislative requirements and the rules of evidence.
4.	Complete post-search activities	4.1	Outcomes of search and seizure activities are recorded and disseminated to relevant personnel in accordance with organisational policy and procedures.
		4.2	Follow-up actions are identified, recorded and undertaken where required.
		4.3	Third party claims to title of seized items/property are dealt with in accordance with legislative requirements and organisational policy and procedures where required.
		4.4	Damage to property during search or while in custody is documented and dealt with in accordance with organisational policies.
		4.5	Loss of property while in custody is documented and dealt with in accordance with organisational policies.
5.	Complete post-search debriefing	5.1	Timely feedback on role of security personnel in the search/seizure is provided for improvements in efficiency and effectiveness.
		5.2	Participation in assessment of search/seizure outcomes, processes and procedures is undertaken and feedback for improvement is provided.
		5.3	The value of assistance and/or joint operation relationships/teamwork is assessed and recommendations for improvements in efficiency and effectiveness in accordance with organisational policy and procedures.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to conducting searches of individuals and property.

Items may include:

- personal property, furniture and electrical equipment
- documents
- computer equipment
- vehicles
- illicit items
- weapons
- drugs
- plants
- wildlife
- currency

Records may include:

- organisational records
- receipts
- search reports
- electronic records
- notebooks
- video footage
- audiotapes
- photographs
- notes

Operational planning may include:

- organising activities with particular reference to own role in the search
- authorisation
- developing a search plan
- time and space
- schedule
- equipment
- stating the objective of search
- personnel
- search methods
- risk assessment
- safety requirements
- meeting legislative requirements e.g. not infringing the rights of individuals

Purpose of the search may include:

- compliance with standard procedures
- to ensure that unauthorised/prohibited items are not being transported
- prevent pilferage of company assets
- confiscating illicit items
- locating company or personal property
- seizure of goods under court order
- collecting physical evidence relating to an offence
- preservation of forensic evidence

Items/evidence might be obtained from:

- field search, land/sea/air/waterways
- premises: private, government or business
- vehicles
- marine vessels
- aircraft
- prepared cargo
- cargo containers
- accompanied or unaccompanied baggages

Intention to search may be advised to:

- management
- supervisor
- colleagues
- members of the public
- person being searched
- owner
- occupier
- operator
- passengers
- crew
- legal representatives
- other organisations or jurisdictions

Authority to search/seize may include:

- client's permission
- a legally authorised agent of a third party owner
- management directive
- warrant already issued
- civil legislations
- affidavit
- relevant legislation confirming the legal basis for the search and seizure
- law enforcement requirements
- court orders
- organisational requirement to undertake search and seizure
- requests for assistance from other agencies/jurisdiction

Legislation, regulations, policies and guidelines may include:

- enabling/principal legislation
- other legislation impacting on search and seizure
- regulations
- organisational policy and guidelines
- standard operating procedures
- rules of evidence
- public sector standards
- codes of practice
- privacy legislation
- rights of individuals and organisations who are subjects of the search

Thorough and systematic approach may include consideration of:

- efficient coordination of physical and human resources
- following a search plan
- consideration of methods of concealment
- information/reasonable grounds that gave rise to the search
- the potential for items to be used for information/intelligence
- liability issues

Evidence may include:

- documents
- information/data
- paper-based or technology-based documents/information
- photographs
- video
- dangerous goods
- wildlife
- prohibited substances
- illicit items
- any assets or property seized under local, national and international laws enabling the enforcement of penalties, judgments and orders

Assistance may include:

- other security personnel
- other organisations
- other jurisdictions
- specialist advice
- international organisations

Information may include:

- addresses
- telephone numbers
- email contacts
- web site addresses
- record of anything observed at the scene that is not physical evidence, but may later be relevant

Equipment and resources may include:

- non-intrusive inspection devices (x-ray machines)
- trace particle detectors (e.g. Ion scan)
- scales
- fibrescope
- borescope and buster
- cameras
- video cameras
- safety equipment
- personal protective equipment
- means to secure evidence/samples/assets seized
- detection dogs
- specialist staff
- photographer/s

Dealing with items as an alternative to physical seizure may include:

- labelling items for later seizure
- securing items for later seizure
- securing the location of items/evidence
- seizing alternative items to the same value
- isolating items/locations for safety reasons
- changing the locks on seized premises
- sign-posting seized property/vessels

Safety equipment may include:

- personal protective equipment, such as protective suits, masks, gloves, self-contained breathing apparatus
- detectors
- communication devices

Securing items/evidence may include:

- restricting/controlling access
- security classifying information
- ensuring continuity of possession of documents and other physical evidence

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- search procedures
- search techniques
- preservation and handling of evidence
- existence of organisational policies
- organisational procedures including those dealing with physical evidence or obtaining a warrant, where relevant
- roles of expert/other personnel
- procedures for dealing with physical evidence
- rules of evidence
- warrants
- use of equipment and resources
- legislation and standards occupational health and safety and environmental considerations to ensure the safety of self and others
- enabling legislation, regulations and guidelines

Skills
The ability to:

- take appropriate actions based on observations
- conduct searches effeciently and effectively
- use tools and equipment
- communicate with others
- properly handle and secure items detected
- solve problems
- prepare accurate and legible records
- respond to diversity, including gender, age and disability
- apply relevant legislation such as occupational health, safety and environmental procedures in the context of search and seizure
- work safely

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to conduct search of individuals and property in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of search procedures, legal process and rules of evidence and relevant policies, laws and regulations
- plan and organise work activities in accordance with established procedures
- establish purpose and legality of search and seizure and assess risk to self and others
- verify/obtain required authority for search and seizure and establish accurately the items/area under question
- conduct search and seizure in accordance with established legal and organizational requirements
- communicate effectively with relevant parties/subject
- perform recording, verification and dissemination of all data and information required
- secure and maintain items seized according to legal requirements
- assess and review actions, provide feedback and recommendations for improvement
- compliance with organisation's policies, guidelines and procedures
- work in accordance with safety and quality requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0112A: **Utilise and maintain security equipment**

Competency Descriptor: This unit deals with the skills and knowledge required to safely use and, where required, maintain administrative and general field based security equipment.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Use office equipment to produce, store and transmit documents	1.1 Requisite documentation is accurately produced, copied, filed, stored, transmitted and disposed of in accordance with organisational guidelines.
	1.2 User facilitated equipment maintenance/service tasks are carried out according to manufacturer's specifications and organisational policy.
	1.3 Equipment and document security procedures are complied with.
	1.4 Breakdowns and faults are reported as per organisational procedures.
2. Use communications equipment	2.1 Communication equipment is used and maintained in accordance with manufacturer's specifications and organisational guidelines.
	2.2 Correct radio/telephone procedures and phonetic alphabet are used when communicating.
	2.3 Appropriate, concise and accurate language is used at all times.
3. Utilise technology to assist in the completion of tasks	3.1 Security equipment is used and maintained in accordance with manufacturer's specifications and organisational guidelines.
	3.2 Security of information and equipment is undertaken in accordance with organisational guidelines.
	3.3 Technical applications appropriate to the specialised area's tasks are used effectively to achieve work tasks.
	3.4 Electronic security devices are used and maintained in accordance with manufacturer's specifications and organisational guidelines.

4.	Use and maintain personal accoutrements	4.1	Accoutrements are at all times used strictly in accordance with jurisdictional laws, policy and guidelines.
		4.2	Accoutrements are, at all times, used with due regard to personal safety and that of others.
		4.3	Organisational requirements for weapons skills maintenance are complied with.
		4.4	Maintenance of accoutrements is undertaken in accordance with required organisational procedures and any losses, damage and/or faults immediately reported to the appropriate officer.
		4.5	Documentation relating to accoutrements use is accurately prepared and submitted in accordance with organisational requirements.
5.	Use and operate basic safety equipment	5.1	Safety equipment is operated correctly and maintained in accordance with manufacturer's guidelines and organisational policy and procedures.
		5.2	Safety equipment is cleaned, returned and stored in accordance with organisational requirements.
		5.3	Faults, breakdowns and/or deficiencies in safety clothing and equipment are immediately reported to responsible officer.
6.	Drive and control vehicles in operational settings	6.1	Vehicle is prepared for operational use in accordance with organisation's policies and procedures.
		6.2	Vehicle is operated in accordance with environmental conditions, operational requirements and vehicle sympathy.
		6.3	Organisational requirements for emergency and operational driving are complied with.

RANGE STATEMENTS

This unit applies to activities associated with the essential operations linked to using and maintaining operational equipment.

Office equipment may cover the complete range of general administrative equipment normally found in Police Stations may include:

- computer systems for document production
- data storage and retrieval
- typewriters
- printers/photocopiers
- facsimiles
- filing cabinets

Security procedures for ensuring security of documentation and equipment may include:

- access restrictions to equipment through passwords
- log-in codes
- equipment locks
- restricted areas

Accoutrements may include:

- standard/general issue batons
- handcuffs
- service revolver/pistols and other organisationally sanctioned/legal personal protection devices such as 'tear gas'

Interview and evidence-recording equipment may include:

- audiotape recorders
- video cameras and recording equipment
- cameras authorised by the organisation for the purposes of recording interviews, statements. etc that can be tendered as evidence
- In some organisations interview and evidence recording equipment may also include basic fingerprinting equipment. Use of the equipment should also cover the authorisation, storage and filing of tapes/film (original and duplicates)

Breakdowns and faults to be considered may include:

- computer system software/hardware failures
- physical damage to equipment
- poor print quality
- and may require reporting to the organisation's 'IT Helpline' or the officer delegated to handle such matters

Maintenance/service tasks may include:

- use of computer covers and cleaning equipment
- changing ink/toner cartridges in printers/photocopiers
- installing paper and fax rolls
- clearing paper jams

Communication equipment may include:

- radios (mobile and 'in car')
- 'in car' computer systems
- loud hailers/PA systems
- telephones (fixed and mobile)

Due consideration and regard may include:

- quick and accurate analysis of the situational risks present
- quick and accurate analysis of the risks arising from the application of available/potential response strategies
- determining and implementing the response that will maximise the safety and security for all concerned

Appropriate language

- Appropriate language is that language style sanctioned by an organisation via its operational procedures manual

Basic safety equipment in the context of this unit may include:

- wet weather and protective clothing including reflective safety vests
- rubber gloves
- protective glasses
- riot shields/helmets and face masks, etc.,
- light wands, portable flashing lights, reflective and illuminated signs, hand held spotlights
- safety barriers, 'witches hats' and may be used in a variety of incident settings such as: traffic accidents, hazardous material spillages, etc
- crowd control at sporting events, rallies, demonstrations, blockades, etc.,
- mobile RBT stations, mobile vehicle inspection/search sites, etc
- in support of other emergency service agencies such as at natural disasters, fires

Vehicle preparation includes:

- checking the vehicle for safe operation
- ensuring appropriate equipment is available
- checking emergency equipment is operational

Computer applications may include:

- specific computer applications
- word processing
- data entry and/or retrieval

Environmental considerations may include:

- terrain
- weather conditions
- traffic density
- lighting
- road surface

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- jurisdictional laws, policy and procedures covering the use of administrative and operational equipment
- required document layouts, styles and filing mechanisms
- organisational computer systems/document security system requirements
- the organisation's radio communication call signs, codes and phonetic alphabet
- the legal parameters and organisational policies governing the 'use of force' and 'use of lethal force'
- the various types of equipment maintenance logs/damage reports required and when they must be completed
- the safety practices that must be followed when using police equipment

Skill
The ability to:

- use office equipment to produce, file, send/receive and secure documents, reports, proformas, maintenance/usage logs
- use all types of commonly available police communications equipment
- use audio and visual recording to produce evidence that is acceptable in courts
- use accoutrements/appointments to resolve situations
- deploy safety equipment at accident, crime, incident or other emergency situations
- undertake routine equipment maintenance
- maintain a professional safety first attitude to the use of police equipment
- apply driving skills, i.e. system of car control, pull push steering

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to use and maintain operational equipment in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of common equipment used in security sector, equipment operational and maintenance procedures and safety guidelines
- correct usage and operations of equipment and security systems
- perform basic maintenance in accordance with manufacturer's specifications
- production of documents to requirements
- operate vehicles to requirements
- observance of all safety principles for self and others
- equipment is used in accordance with organisational policies and procedures and manufacturer's guidelines and complies with Occupational Health & Safety legislation
- compliance with organization's policies, guidelines and procedures
- work in accordance with legal, legislative, regulatory and ethical requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Evidence should be gathered over a period of time in a range of actual or simulated workplace environment. In the case of weapons and 'use of force' equipment, assessment should be undertaken in simulated workplace settings.

SSIGGS0142A: Carry out security post operations

Competency Descriptor: This unit deals with the skills and knowledge required to man a security post including performing relevant security and administrative functions to ensure safety and security of individuals and property.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Take over security functions at post	1.1	Work is reported to punctually in accordance with organisational policies and procedures.
	1.2	Organisation's dress code and grooming standards are met in personal presentation.
	1.3	Relevant security equipment are checked and are ensured to be in optimal state of operations in accordance with manufacturer's specifications and organisational policies and procedures.
	1.4	Work assignments are discussed with relevant party and clarification is sought where required.
	1.5	Briefing/update is received from appropriate party before commencing duties in accordance with organisational policies and procedures.
	1.6	Appropriate procedures are followed in taking over security duties at post in accordance with standard operating procedures.
2. Perform security duties	2.1	Alert and sharp presence is maintained at security post in accordance with standard operating procedures.
	2.2	Continuous and active observation is maintained to identify threats and incidents in accordance with organisational requirements and assignment instructions.
	2.3	Identification and purpose of business of individuals wishing to access site are obtained and recorded in accordance with organisational policies and procedures.

		2.4	Authorised searches of vehicles/individuals are performed as required and relevant information is recorded in accordance with organisational requirements and assignment instructions.

2.5   Access and exit of authorised individuals/vehicles are allowed in accordance with organisational requirements and assignment instructions.

2.6   Instructions are provided to individuals in a clear and polite manner in accordance with organisational policies and procedures.

2.7   Enquiries are handled correctly and/or referred to appropriate party in accordance with organisational policies and procedures.

2.8   Items left at the post by individuals are accurately labelled and recorded in accordance with organisational policies and procedures.

2.9   Monitoring of electronic security equipments is carried out in accordance with standard operating procedures.

2.10   Others are notified and permission is obtained before leaving position at the post in accordance with standard operating procedures and organisational policies and procedures.

3.   Respond to incidents   3.1   Threats/incident/occurrences which may affect the safety and security of individuals or property are promptly recognised.

3.2   Other security personnel and relevant parties are alerted at once.

3.3   Appropriate and authorised actions are taken to contain the incident and lessen the threat in accordance with standard operating procedures and organisational policies and procedures.

3.4   Appropriate measures are taken to maintain the safety and security of individuals and property in accordance with standard operating procedures and organisational policies and procedures.

3.5   Matters beyond own level of authority and scope of responsibility are escalated to the appropriate personnel in accordance with organisational policies and procedures.

| | | 3.6 | Details of incident and own actions are accurately recorded and submitted to the appropriate party in accordance with organisational policies and procedures. |

4.	Hand over at end of shift	4.1	Relevant documentation is completed in accordance with organisational policies and procedures.
		4.2	Others are briefed of status of affairs in accordance with organisational policies and procedures.
		4.3	Presence at post is maintained until properly relieved in accordance with organisational policies and procedures.
		4.4	Handing over procedures are completed in accordance with organisational policies and procedures.

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Appropriate actions may include:

- employing health and safety procedures
- separating antagonists
- issue warnings
- apprehending the offending party
- providing basic first aid
- closing entrances/exits
- ordering individual to leave restricted area
- confiscation of goods/property
- disarming individuals
- evacuating building/premises
- providing instructions to ensure safety
- safe removal of protected party from scene

Incidents may include:

- fire
- natural disaster
- fight
- intrusion
- unauthorised access to restricted area
- burglary
- acts of vandalism
- penetration of security perimeter
- unauthorised person(s) getting close to protected party
- person with weapon/prohibited substances have passed through security checkpoint

Threat may include:

- deliberate, natural, accidental or perceived events
- an agent or event that could put an asset/community at risk (theft, vandalism, fire, flood, power loss, etc.)
- affect the security of individuals
- any cause of loss, disclosure, destruction or compromise of asset
- action resulting in loss of goodwill, reputation or credibility of community/individual
- risk of litigation

Organisational policies and procedures may include:

- legal and regulatory requirements
- personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- industrial relations policies
- policies and procedures relating to own role, accountability, responsibility and delegation
- continuous improvement in processes and maintenance of established quality standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programmes
- emergency and evacuation procedures
- client service standards
- rules of engagement
- human rights requirements
- duty of care, code of conduct, code of ethics
- privacy and confidentiality policies and legalisations
- records and information systems and processes
- communication channels and reporting procedures

Other parties may include:

- supervisor
- manager
- client
- police
- fire services
- medical services
- emergency rescue services
- correctional services
- customs
- marine/civil aviation authorities

Location of post may include:

- at the gate of a premises
- in a building
- at a home
- at security checkpoint
- in a secured premises
- in a public area
- at a venue
- in a highly restricted environment
- in a volatile area
- in a remote area

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- principles and practices of industrial security
- standard operating procedures
- security policies and procedures
- legal and regulatory requirements
- teamwork principles and strategies and relationship-building techniques
- organisational procedures and guidelines appropriate to own role, responsibility and delegation
- reporting procedures and documentation requirements and processes
- group dynamics
- procedure relating to security posts
- electronic security equipment
- handling security incidents
- quality assurance requirements
- interpersonal communication techniques
- dispute resolution procedures
- organisational policies, procedures, goals, objectives and direction
- individual and team roles, responsibilities and accountability
- relevant legislation and regulations
- Occupational Health and Safety requirements
- organisational performance standards, criteria and assessment techniques

Skills
The ability to:

- analyse and assess information
- follow standard operating procedures
- maintain security of individuals and assets
- meet organisation standards
- monitor security equipment
- communicate, interact and provide constructive feedback to individual and team members
- handle security incidents
- apply effective interpersonal communication techniques including active listening
- apply conflict resolution and negotiation techniques
- prioritise work tasks to meet designated schedules
- accurately create and maintain records and documentation

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of the principles and practice of security operations, standard operating procedures and methods of handling security incidents
- follow procedures in signing in and handing over before and after stint of duty
- maintaining alert presence and carrying out security duties
- recognize and respond promptly to threats/incidents/occurrences
- handle incidents, alert others and escalate to authorized persons where required
- take appropriate actions to ensure safety and security of individuals and property
- demonstrate understanding of roles and responsibilities, assignment instructions and authorised actions
- complete briefing, recording of information and all documentation correctly
- compliance with organisational standards, policies, procedures and guidelines
- work in accordance to health and safety requirements, quality assurance standards and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0162A: Provide quality security services to clients

Competency Descriptor: This unit deals with the skills and knowledge required to identify and satisfy client needs and expectations in a positive and professional manner.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify customer needs	1.1	Appropriate interpersonal skills are employed to ensure that client needs are accurately identified.
	1.2	Client requests are discussed in an articulate, easy to understand manner and all requests are responded to promptly and accurately within policy and procedures.
	1.3	Client needs are assessed for urgency so that priorities for service delivery can be identified.
	1.4	Clients are provided with information about available options for meeting their needs and assisted to identify their preferred option.
	1.5	Organisation's services are promoted to meet the customer request within policy and procedures.
	1.6	Relevant documentation of client needs is completed in accordance with organisational policies and procedures.
	1.7	Personal limitations in addressing client needs are identified and where appropriate, assistance is sought from designated person.
2. Communicate with the client	2.1	Communication is conducted with client in a polite, professional and friendly manner.
	2.2	Language and tone appropriate to a given situation are used in both written and spoken communication.
	2.3	Appropriate non-verbal communication is used in all situations.
	2.4	Sensitivity is shown to cultural and social differences when communicating with others.
	2.5	Active listening and questioning are used to facilitate effective two-way communication.

3.	Establish a relationship with the client	3.1	Client identity is confirmed and client details and requests are recorded where appropriate.
		3.2	A rapport is established using active listening and empathy techniques.
4.	Maintain personal presentation standards	4.1	Appropriate dress, grooming and behaviour are observed in the workplace.
		4.2	Personal presentation takes account of workplace environment and impact on different kinds of client.
5.	Deliver quality security service to client	5.1	Organisation's standard operating procedures are followed in performing security services duties in accordance with legislative and organisational requirements.
		5.2	Appropriate rapport is established with client to enable high-quality service delivery.
		5.3	All reasonable needs and requests of client are met within organisational guidelines and timeframes.
		5.4	Service is provided to client respectfully and with sensitivity where cultural differences and special needs exist.
		5.5	Client complaints are handled sensitively and courteously in accordance with organisational requirements.
		5.6	Opportunities to enhance the quality of service and products are identified and taken whenever possible.
		5.7	Security services are delivered to the highest standards in accordance with industry and organisational requirements.

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Client may include but not limited to:

- community
- offenders
- personnel from other organizations
- individuals from a range of cultures
- internal or external clients
- colleagues
- visitors

Active listening involves but not limited to:

- giving your full attention to the persons who are speaking
- responding in a way that lets them know you have listened
- understood their message as they have intended

Interpersonal skills may include:

- using appropriate body language
- summarizing and paraphrasing to check understanding of client's message
- providing an opportunity for the client to confirm his/her request
- seeking feedback from the client to confirm understanding of needs
- questioning to clarify and confirm the client needs
- listening actively to what the client is communicating

Client needs may relate to:

- advice or general information
- specific information
- further information
- making an appointment
- complaints
- reporting a matter
- protection

Personal presentation may include:

- personal appearance
- correct posture
- use appropriate language and tone
- demeanour
- personality

Grooming to include:

- the use of hygiene aids
- properly laundered garments
- clean shoes
- the range of fashions and hairstyles accepted as appropriate for the workplace

Delivery quality service may include:

- building rapport
- keeping promises
- keeping the client informed
- doing it right the first time
- owning the client request
- responding to the client request with operational efficiency

Opportunities for feedback may include;

- client satisfaction forms
- telephone survey
- follow up contact
- suggestion box
- verbal

Communication with clients may include:

- spoken
- face-to-face
- telephone
- written
- electronic
- forms
- letters
- non verbal
- gestures
- body language
- displays of information
- photographs
- interpreters

Behaviour which contributes to a safe work environment may include:

- discussing and negotiating problems and tasks with other team members
- sharing knowledge and skills
- identifying and reporting any risks or hazards
- using business equipment according to instructions

Organisation's policies and procedures may include:

- rules governing disclosure of information
- confidentiality guidelines
- service standards
- organizational codes of conduct
- sets of values
- organizational mission and values statements
- government policy
- professional codes of ethics and conduct

Legislative requirements may include:

- confidentiality and privacy
- anti-discrimination
- laws and regulations
- ethics
- adherence to mandatory service and process standards
- Occupational Health and Safety requirements
- environmental regulations

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- the organisation's roles, functions, structure, mission and services
- strategies for excellent customer service
- the organisation's policies and procedures for customer service including handling client complaints
- organisation's standard operating procedures
- duties and functions of security personnel
- industry standards
- client feedback mechanisms
- dealing with people with special needs
- teamwork
- organisation's policies, procedures and guidelines
- organisation's culture and values
- organisation's strategic goals and standards
- organisation's operations and processes
- legislative requirements

Skills
The ability to:

- access and use workplace information
- utilise skills to identify client needs
- perform work to required standards
- deal with customer enquiries or complaints (problem solving skills)
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- articulate organisation's services
- employ questioning and active listening skills to clarify information
- apply customer service skills to fulfil client requirements and satisfaction
- apply customer service skills to satisfy customer needs
- read and interpret information

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects of Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of organisation's roles and function, services provided and customer service practices
- demonstrate knowledge of and adherence to organisation's standards, policies and procedures
- use of appropriate language, tone and phrases in dealing with customers and giving due consideration for special needs and cultural and social differences
- demonstrate clear and concise communication with the client including use of active listening and questioning techniques
- referral of inquiry in a prompt and efficient manner
- provide various options to the client when more than one option can satisfy client need
- deliver service in accordance with enterprise policy and procedures
- projection of a professional image in representing the enterprise

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency. Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0172A: Respond to emergency situations

Competency Descriptor: This unit deals with the skills and knowledge required to operate
as a member of emergency response team and recognise potential
risks and emergency situations and to take action, within own area
of responsibility and ability.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare for emergencies	1.1	Emergency equipment assigned for use is stored and maintained in a safe, accessible and serviceable state.
	1.2	Current emergency procedures to be used are identified and accessed.
	1.3	Risk assessment of emergency response activities is undertaken according to organisational procedures.
	1.4	Emergency response training activities are undertaken according to organisational and national emergency procedures and relevant legislation.
2. Assess the emergencies	2.1	Emergency reports and signals are correctly identified and actioned and emergency and potential emergency situations are recognised and assessed.
	2.2	Advice is sought from relevant people when evaluating the emergency when required.
	2.3	Situations where initial response actions are not safe or are likely to be ineffective are identified and procedures for reporting are followed according to established guidelines.
	2.4	Further escalation of the emergency situation is assessed and further potential hazards to public and other personnel are reported.
	2.5	Injuries are assessed and are treated appropriately or medical attention is sought.
	2.6	The situation variables are examined and taken into account.
	2.7	Needs, including those for assistance, are promptly and accurately prioritised.

3.	Develop plan of action	3.1	Options for action are identified and assessed in accordance with established emergency procedures.
		3.2	Available resources are efficiently utilised.
		3.3	A plan of action which balances group and individual safety with contextual issues is prepared in accordance with established emergency procedures.
		3.4	The involvement of other individuals is outlined in the plan.
		3.5	Established emergency procedures and policies are implemented correctly as part of the plan of action.
		3.6	Occupational health and safety requirements and safe working practices, including selection of personal protective clothing and equipment to suit the emergency situation are taken into account in the plan of action.
4.	Respond to emergencies	4.1	Emergency is responded to according to established emergency procedures.
		4.2	Emergency situation is assessed for hazards and appropriate precautions against those hazards are implemented
		4.3	Identified hazards are promptly reported to people in danger and other personnel involved in the emergency response.
		4.4	Instructions from the other authorised parties are confirmed and implemented safely and promptly.
		4.5	Appropriate equipment is selected and operated according to workplace emergency procedures
		4.6	Situation is contained to the extent necessary to prevent an escalation of the emergency and to enable emergency services and specialist response team activity to be completed safely.
		4.7	The plan of action is implemented using techniques appropriate to the situation and available resources and abilities.
		4.8	The plan of action is altered to accommodate changes in the situation variables as required.
		4.9	Casualty evacuation procedures are followed relevant to the context in accordance with established emergency procedures.

		4.10	Organisational procedures and policies and legal requirements are implemented in the event of a major injury or death.
		4.11	Strategies for group and panic are implemented and all individuals are removed from danger in accordance with established emergency procedures.
5.	Communicate with and complement other personnel	5.1	Effective communication with response team members and team leader is constantly maintained.
		5.2	Activities are consistent with the plan of action and support the work of other response team members.
		5.3	Activities support the actions of other response teams and agencies.
		5.4	Any injuries, accidents or near misses involving team members are reported to the appropriate individuals.
6.	Complete post-response activities	6.1	Evidence relating to the cause, origin and progress of the emergency is preserved and recorded as far as possible in accordance with organisational and legal requirements.
		6.2	Appropriate assistance is provided to all investigations and evaluations in accordance with organisational policies and procedures.
		6.3	Emergency equipment is returned to a state of readiness as soon as is reasonably practicable in accordance with established emergency procedures and organisational policies and guidelines.
		6.4	Debriefings are attended and participated in as appropriate in accordance with organisational policies and procedures.
		6.5	Reports and documentation are accurate, precise and submitted in timely manner to appropriate parties in accordance with organisational policies and procedures.

RANGE STATEMENTS

This unit applies to activities associated with the essential operations linked to responding to emergency situations.

Emergencies may include

- animal or livestock emergencies
- bomb threat
- building invasion/armed invasion
- chemical, biological and radiological
- civil disorder
- criminal acts
- hurricanes, including storm surge
- deliberate self-harm
- earthquake
- failure of utilities
- fire
- flood
- hazardous substances incidents
- hostage situations
- industrial accident
- letter bomb
- medical emergency
- severe weather/storm damage
- structural instability
- terrorism
- transport accident
- toxic emission
- veterinary emergencies
- wildfire

Emergency services or specialist response teams may include:

- ambulance/medical services
- coast guard
- defence workplace response teams
- fire services
- organisational specialist response team
- organisations identified as response or support agencies as defined in the appropriate legislation
- other external agencies such as hazmat teams, bomb squads, animal rescue services
- police services
- relevant government authorities (such as environmental protection)
- rescue services
- damage control
- emergency control organisation
- fire team
- first aid
- maintenance
- security

Emergency equipment may include:

- emergency vehicles, trailers, trolleys or caches
- fire protection equipment
- forcible entry tools
- life support equipment
- monitors (or turrets)
- personal protective clothing and equipment
- rescue equipment
- spill or leak control kits

Precautions may include:

- eliminate the hazard
- substitute with a lesser hazard
- isolate the hazard
- engineer controls i.e. guarding
- implement procedures to minimise risk
- use appropriate personal protective equipment

Hazards may include:

- chemical, biological, radiological
- climatic
- electrical
- environmental
- explosive
- fire
- mechanical
- psychological (e.g. critical incident stress)
- noise related
- security related
- storm/flood
- structural
- thermal
- wildlife related

Situation variables may include:

- capabilities of the individuals involved
- weather conditions
- topography
- time frame for survival
- other time factors
- human resources
- available food and water
- size of search area
- time of day
- communications facilities and difficulties
- emotional and physical condition of the individuals

Personal protective equipment and clothing may include:

- fire - fighter protective clothing
- helmets
- boots
- gloves
- breathing apparatus
- protective clothing
- protective hose lines or sprays
- safety eye washes
- safety showers
- activity-specific equipment

Plan of action may include:

- search procedures, i.e., search of likely routes followed, systematic search, voice or whistle contacts
- evacuations
- control of fire
- administering of first aid
- assistance to injured party member
- retrieval of party member
- activity - specific rescue techniques
- organisation's procedures
-

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- general emergency priorities and strategies
- hazard analysis
- hazards and the precautions necessary during control activities
- procedures for responding to alarms
- survival, rescue and recovery procedures
- tactics for safely handling specific emergencies
- organisational emergency procedures
- alarm systems and associated equipment
- appropriate personal protective clothing and equipment
- concept of dynamic risk assessment
- equipment operating characteristics, limitations, hazards, precautions, procedures and general care
- role and function of emergency response entities
- medical emergency response
- established emergency procedures
- crowd control
- emergency precautions
- disaster preparedness
- communication techniques
- teamwork
- Occupational Health and Safety procedure
- legislative and regulatory requirements

Skills
The ability to:

- identify hazards
- deal with medical emergencies
- control emergency situations
- work with others
- participate in search and rescue activities
- plan for and implement emergency procedures
- deal with contingencies
- perform assessment and analysis
- protect self and others
- interpret and apply strategies to handle emergencies in different contexts
- prepare reports
- provide information and instructions
- access and use protective clothing and equipment safely and effectively under emergency conditions
- communicate effectively during emergencies
- care for protective clothing and equipment
- interpret and respond to alarm systems
- re-stow initial response equipment

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to respond to emergency situations in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of emergency procedures, hazards analysis and emergency priorities and strategies
- recognise emergency signals, hazards and emergency situations
- prepare, operate, utilise and maintain emergency equipment and resources
- assess emergency situations and prepare appropriate plan for the context
- respond promptly to emergency situations and implement emergency procedures
- maintain safety of self and other during emergency response
- recognise and prioritise medical emergency response and remove others from danger
- provide accurate information promptly and clearly to intended receiver
- follow instructions, work with other individuals and support other responders
- exercise control in response and deal effectively with changes in the situations
- document information and participate in and complete post-response activities
- perform tasks in accordance with established and organizational emergency procedures
- compliance with Occupational Health and Safety requirements, organizational policies and procedures and industry requirements
- compliance with all legal, regulatory and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0182A   Plan and organise work activities

Competency Descriptor: This unit deals with the skills and knowledge required to plan and organise work activities.

Competency Field: Private Security

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify task requirements of work activities	1.1	Procedural instructions are obtained, interpreted and, where necessary, clarified.
	1.2	Relevant specifications for task outcomes are obtained, interpreted and where necessary clarified.
	1.3	Task outcomes are identified in accordance with company requirements.
2. Plan and sequence steps to complete tasks	2.1	Based on interpretations of instructions and specifications the individual steps or activities are determined and, where necessary, verified.
	2.2	Planned steps and outcomes are checked to ensure conformity with instructions and relevant specifications.
	2.3	Means of verifying conformity of planned steps and outcomes with instructions and relevant specifications are identified in accordance with company procedures.
	2.4	Sequence of required activities is identified in the plan in accordance with organization's requirements.
3. Implement and review job plan	3.1	Task is executed in accordance with the plan and organisation's requirements.
	3.2	Outcomes are identified and compared with planned objectives, task instructions and specifications to ensure all requirements are met.
	3.3	The plan is revised, if necessary, based on the comparison of planned and actual outcomes to improve the achievement of objectives and task requirements.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to planning and organising work activities.

Organisational policies and procedures may relate to**:**

- policies and procedures
- use, maintenance and storage of tools, items, materials and equipment
- regularity of cleaning and checking
- disposal of waste materials
- presentation of public areas
- work schedules
- problem-solving
- work roles and responsibilities
- documentation and reporting

Work activities may include:

- daily routines
- periodic routines
- ad hoc activities
- special projects

Planning of work activities may include :

- interpretation of instructions and directions
- timelines
- productivity requirements
- interaction and communication with other team members and individuals
- interpretation of organisation and statutory requirements
- applying quality requirements
- apply customer service requirements

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- procedures and processes used in the workplace
- time management and work organisation principles
- working in a team and workplace communication
- OH&S and legislative requirements related to daily work
- typical problems related to specific work areas, appropriate ways of avoiding them and suitable solutions
- development of work plan
- disaggregating work assignments into series of tasks
- typical maintenance methods and schedules related to specific work processes and procedures
- relevant tool and equipment maintenance according to organisational policies and procedures, and manufacturer's specifications
- resource requirements to complete activities
- planning and time management
- efficiency and productivity

Skills
The ability to:

- interpret work assignments
- communicate effectively
- plan work
- implement and review plan
- work safely
- manage time and resources
- solve problems

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to plan and organise daily work activities in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of development of work plan, organisation's processes and procedures and sequencing tasks
- identify, interpret and understand work instructions
- assess instructions and sequence steps to achieve required outcomes
- apply time management and resource management skills
- compliance with organisation's policies, guidelines and procedures
- work in accordance with safety and quality requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0192A: Work effectively in the security industry

Competency Descriptor: This unit deals with the skills and knowledge required to manage own work
and work effectively with other personnel in the organisation .

Competency Field: Security Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Manage own work	1.1	Instructions are understood, acknowledged and implemented.
	1.2	Factors affecting work requirements are identified, impact assessed and appropriate action taken to ensure work requirements are met.
	1.3	Workload is assessed and priorities set within allocated timeframes.
	1.4	Own work is monitored to ensure compliance with organisation's requirements.
	1.5	Need for additional support is communicated clearly to the appropriate person.
	1.6	Tasks are completed and results achieved with minimum supervision.
2. Develop and maintain own expertise	2.1	Workplace information is accessed and clarification sought where necessary.
	2.2	Required licences and certificates are current.
	2.3	Training and development needs relevant to the area of work are identified in conjunction with the supervisor and followed up with relevant personnel.
	2.4	Programs are participated in to ensure level of expertise meets organisation's requirements.
3. Maintain work effectiveness	3.1	Level of well being necessary to perform work effectively is recognised and concerns about inability to perform allocated work to organisation's standards discussed with relevant personnel.
	3.2	Signs of personal stress are recognised and managed and appropriate action is taken to ensure continued work effectiveness.

		3.3	Peer support is sought when required.
4.	Promote cooperation	4.1	Responsibilities and duties are undertaken in a positive manner to promote cooperation and good relationships.
		4.2	Communication with others is conducted in a courteous manner appropriate to the purpose, situation and relationship with the receiver.
		4.3	Problems and conflict are recognised and resolved through agreed and accepted processes.
		4.4	Contribution of individuals of different age, gender and social and cultural backgrounds is recognised and accessed.
5.	Contribute to improving workplace and quality of outcomes	5.1	Workplace issues are raised and contributed to with appropriate personnel in accordance with workplace procedures.
		5.2	Work related meetings and workplace committees are attended/contributed to in line with level of responsibility.
		5.3	Appropriate personnel and resources are accessed and provided with suggestions for improvements in work practices and procedures.
		5.4	Impact of external change on the organisation and implications of change in the workplace on own job are recognised.
		5.5	Agreed changes to improve work outcomes are implemented.
6.	Maintain and represent organisational standards	6.1	Conduct is at all times in accordance with organisation's policies, procedures and standards.
		6.2	Designated dress codes are observed appropriate for the occasion.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Area of security industry may include:

- electronic security
- rapid response
- marine and port security
- civil aviation
- armed protection
- cash in transit
- supervisory
- management

Factors affecting work requirements may include:

- time
- weather
- contingencies
- other work demands
- personnel available to assist
- sea conditions
- wind and tide conditions

Workplace information may include:

- brochures
- notices
- procedures
- policies
- leaflets
- signs
- information on notice boards
- magazines
- professional publications
- videos
- internet

Licences and certificates may include:

- appropriate classes of driving licence
- equipment licences
- first aid certificates
- emergency care certificates

Training and development needs may include:

- new technology
- retraining for licensing and certification requirements
- personal development training
- stress management

Appropriate person for additional support may include:

- supervisor
- team leader
- team member

Appropriate action for stress may include:

- seek counselling
- report to supervisor or team leader
- seek medical advice
- seek peer support

Contribution to meetings and committees may include:

- suggestions
- questions
- comments

Workplace issues may include:

- new policies and changes
- occupational health and safety
- conflict with other personnel
- perceived harassment or discriminatory behaviour
- perceptions of equity
- excessive workloads
- resource allocation

Conduct may include:

- complying with reasonable and lawful instructions
- contributing to work objectives
- complying with safe work practices
- treating peers
- clients
- associates and members of the general community with due respect and courtesy
- acting legally
- honestly and ethically
- complying with disciplinary procedures
- complying with dress code

Change in the workplace may include:

- implementation of new work practices and services
- organisational restructures
- introduction of new technology including new communication systems
- introduction of new personnel

Documented procedures may include:

- standing orders
- practice manuals
- operational manuals
- workplace notices

Appropriate personnel for workplace issues may include:

- team leader
- supervisor
- consultative committee representative
- occupational health and safety representative
- union delegate
- peers

External change may include:

- at an international
- national or state level and invoke changes in society
- political changes
- changes to legislation
- community expectations
- changes to organisation's policy and procedures

Workplace committees may include:

- occupational health and safety committees
- consultative committees
- social committees
- special event committees
- project teams

Level of well being required is:

- Contained in organisational policy

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- factors which can affect work performance
- organisational structure
- structure and function or workplace committees
- responsibilities of specific personnel
- information on any licensing and certification requirements
- available training and development
- career progression options
- variety of communication strategies
- conflict resolution strategies
- equal opportunity responsibilities
- organisation's standards relating to harassment and anti- discrimination
- cultural diversity principles
- basic principles of participating in meetings
- implications of external change on the organisation
- implications of change in the workplace on own job
- organisation's policies
- procedures and standards relating to conduct
- dress codes
- potential effects of not meeting commitments
- stress recognition

Skill
The ability to:

- access and interpret workplace information
- communicate concerns about own fitness/stress
- communicate with people of different ages, positions in the organisation, genders, and cultures and
- language backgrounds
- participate in meetings/speaking in a group

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of organisation's functions and mission, organisation's processes and procedures and own individual role and responsibilities
- identify, interpret and understand work requirements and manage own work
- develop and maintain own expertise and effectiveness to achieve required outcomes
- operate in a manner that engenders corporation and trust
- make a positive contribution to growth and development of the organisation
- compliance with organisation's policies, guidelines and procedures
- work in accordance with safety and quality requirements

(5)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0011A: **Maintain lost and found facility**

Competency Descriptor: This unit deals with the knowledge and skills required to operate a lost and found facility.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Follow lost and found procedures	1.1	The location, date and time where the item is found or lost is established.
2. Complete lost and found documentation	2.1	A description of the item and details is recorded in Lost and Found Book or Register.
	2.2	The item is tagged and filed in date order in a designated location.
3. Follow procedures for items claimed	3.1	Claimant ID is checked and item is signed for and dated in Lost and Found Book or Register.

RANGE STATEMENT

This unit applies to the security operation in the assigned location where lost and found facilities are provided.

Items may be stored in:

- lost and found cupboard
- safe
- designated lost and found area

Lost articles/items may include:

- any personal property

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- establishment's lost and found procedures
- locations/areas within the establishment
-

Skill
The ability to:

- maintain lost and found records
- store items securely
- carry out lost and found procedures

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively provide lost and found services in accordance with the performance criteria and range statement.

(1)   Critical Aspects and Evidence

Evidence should include:

- correctly completed workplace documents including log/lost and found book, lost and found files

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Evidence should include observation in the work environment. Where workplace observation is not possible or impractical, simulations may be used.

ITIC0R0011A: Carry out data entry and retrieval procedures

Competency Descriptor:

> This unit deals with the skills and knowledge required to operate computer to enter, manipulate and retrieve data and to access information and communicate via the Internet.

Competency Field: Information Technology and Communications - Operations

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Initiate computer system	1.1	Equipment and work environment are correctly checked for readiness to perform scheduled tasks.
	1.2	The hardware components of the computer and their functions are correctly identified.
	1.3	Equipment is powered up correctly.
	1.4	Access codes are correctly applied.
	1.5	Appropriate software is selected or loaded from the menu.
2. Enter data	2.1	Types of data for entry correctly identified and collected.
	2.2	Input devices selected and used are appropriate for the intended operations.
	2.3	Manipulative procedures of Input device conform to established practices.
	2.4	Keyboard/mouse is operated within the designated speed and accuracy requirements.
	2.5	Computer files are correctly located or new files are created, named and saved.
	2.6	Data is accurately entered in the appropriate files using specified procedure and format.
	2.7	Data entered is validated in accordance with specified procedures.
	2.8	Anomalous results are corrected or reported in accordance with specified procedures.

		2.9	Back-up made in accordance with operating procedures.
3.	Retrieve data	3.1	The identity and source of information is established.
		3.2	Authority to access data is obtained where required.
		3.3	Files and data are correctly located and accessed.
		3.4	Integrity and confidentiality of data are maintained.
		3.5	The relevant reports or information retrieved using approved procedure.
		3.6	Formats to retrieved report or information conform to that required.
		3.7	Copy of the data is printed where required.
4.	Amend data	4.1	Source of data/information for amendment is established.
		4.2	Data to be amended is correctly located within the file.
		4.3	The correct data/Information is entered, changed or deleted using appropriate input device and approved procedures.
		4.4	The Integrity of data is maintained.
5.	Use document layout and data format facilities	5.1	Requirements for document are verified where necessary.
		5.2	The given format and layout are appropriately applied.
		5.3	Facilities to achieve the desired format and layout are correctly identified, accessed and used.
		5.4	Data manipulating facilities are used correctly.
		5.5	Format reflects accuracy and completeness.
6.	Monitor the operation of equipment	6.1	The system is monitored to ensure correct operation of tasks.
		6.2	Routine system messages are promptly and correctly dealt with.
		6.3	Non-routine messages are promptly referred in accordance with operating requirements.

		6.4	Error conditions within level of authority are dealt with promptly, and uncorrected errors are promptly reported.
		6.5	Output devices and materials are monitored for quality.
7.	Access and transmit information via the Internet	7.1	Access to the Internet is gained in accordance with the provider's operating procedures.
		7.2	Evidence of the ability to negotiate web sites to locate and access specified information and other services is efficiently demonstrated.
		7.3	E-Mail is sent and retrieved competently.
8.	Close down computer system	8.1	The correct shut down sequence is followed.
		8.2	Problem with shutting down computer is reported promptly.
		8.3	All safety and protective procedures are observed.
		8.4	The system integrity and security are preserved.
9.	Maintain computer equipment	9.1	Cleaning materials and/or solutions used meet specified recommendation.
		9.2	The equipment is cleaned as directed.
		9.3	Wear and faults identified are promptly reported to the appropriate personnel.

RANGE STATEMENT

This unit applies to activities associated with essential operations linked to using and maintaining basic computer equipment.

Equipment:

- install supplied computer
- install supplied peripherals

Work environment:

- equipment
- furniture
- cabling
- power supply

Input devices:

- keyboard
- mouse
- scanner
- microphone
- camera

Data:

- textual
- numerical
- graphical

Software systems to include for:

- word processing
- spread sheet
- internet access

Files save on:

- network
- magnetic media
- personal PC

File operations:

Naming, updating, archiving, traversing field and records in database, use of search, sort, print

Maintenance:

- cleaning: enclosures, screen, input devices, output devices
- checking cables, etc

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
knowledge of:

- safety for working with and around computers
- computer hardware and software systems
- procedure for initiating and closing down computer
- the operation of the data entry
- management system
- methods of locating files
- organisation's standards applicable to
- accessing files
- files operations and their applications
- file operation in database setting
- creating, locating and saving files
- using input devices
- using data checking devices
- formatting functions of software
- layout function of software
- graphic productions and manipulation
- regard for accuracy and security of information
- functions on the internet

Skills
The ability to:

- identify computer hardware
- manipulate data input devices
- access data
- use file operations
- key-in and format reports and letters
- retrieve data
- amend data
- print data
- save data
- search and receive data from the internet
- send and receive E-Mail

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out basic data entry and retrieval operations on a computer system in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- Initiate the use on the equipment.
- Use document layout and data format facilities.
- Locate and access data.
- Use file operations.
- Manipulate input devices.
- Key-in and format reports.
- Access to the internet.

(2)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(3)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

BSBCOR0091A: **Receive visitors**

Competency Descriptor: This unit deals with the skills and knowledge required to receive visitors to an organization, while keeping set rules and procedures.

Competency Field: Business Administration Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Receive and assist visitors	1.1	Visitor is greeted courteously.
	1.2	Purpose of visit is correctly ascertained.
	1.3	Visit is appropriately recorded and security clearance facilitated.
	1.4	Visitors are directed or escorted and introduced in accordance with company policy.
2. Relevant hospitality and emergency situation is addressed	2.1	Visitors are provided with appropriate hospitality facilities.
	2.2	Judgement and initiative are used to deal with non-routine and emergency demands promptly and effectively.
	2.3	Visitors are given only disclosable information.
	2.4	The availability of the person to be visited is correctly ascertained.
	2.5	Reasons for delay/non-availability of assistance are explained politely.
3. Identity is cleared, applying tact and necessary security measures	3.1	Visitors are correctly identified and requirements established accurately.
	3.2	Visitors with queries within scope of one's own responsibility are dealt with to their satisfaction.
	3.3	Visitors are handled with tact and diplomacy.
	3.4	Security and confidentiality procedures are maintained.
4. Appropriate communication process is followed	4.1	Appropriate tone/manner is used in communication.
	4.2	Information is conveyed accurately, observing rules of confidentiality.
	4.3	Information, which is communicated, is clear and understood.

RANGE STATEMENT

Competent performance of the criteria provides advice to interpret the scope and context and must allow for differences between organizations.

Visitors to include:

- expected and/or unexpected callers
- general public
- customers/clients
- salespersons
- business associates
- personal acquaintances
- family members

Purpose of visit includes the need to:

- see a particular person
- seek information
- access company services
- purchase merchandise
- fulfil appointment

Records:

- visitors' log book
- message pad
- appointment book
- despatch book
- incoming correspondence book

Communication may be with:

- supervisors /managers
- peers
- clients/customers
- general public

Non-routine/emergency demands to include:

- difficult and irate persons
- persons who pose a security risk

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- the organization's business structure, products and services
- the relevant legislation from all government agencies that affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- principles of effective communication in relation to listening, questioning and non-verbal communication
- organization's policies and procedures including dress code guide
- importance of demonstrating respect and empathy in dealing with colleagues and customers

Skills
The ability to:

- request advice, receive feedback and work with a team (communication skills)
- understand basic workplace documentation (reading skills)
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities (interpersonal skills)
- select and use technology appropriate to a task

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit.

(1)   Critical Aspects of Evidence

- Seeking and acting on feedback from internal and external visitors.
- Prioritising and scheduling human traffic.
- Treating visitors in a courteous and professional manner.
- Accurate identification of visitors through the use of appropriate interpersonal skills.
- Identifies visitors accurately.

(2)   Method of Assessment

Competency should be assessed while work is being done under direct supervision with regular checks, but may include some autonomy when working as part of a team.

(3)   Context of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement.

Assessment must take account of the endorsed assessment guidelines in the Business Competency Standards.

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment.

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular NVQ-J Level. Refer to the Critical Employability Skills levels at the end of this unit.

SSIGGS0012A: Handle canine for security patrol

Competency Descriptor:

> This unit deals with the competencies required to use canine for security assignments. It includes both the skills required to manage security canines as well as the knowledge of where, when and how they are used. This unit does not include the competencies required to train a canine.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Receive canine for assignment	1.1	Suitability of canine confirmed against assignment requirements using established criteria.
	1.2	Compatibility of canine handler with canine established.
	1.3	Canine's operating efficiency maintained according to employer policy and standard operating procedures.
2. Maintain the health and hygiene of the canine	2.1	Health, hygiene and stability of the canine assessed and maintained according to animal health and welfare requirements, employer policy and statutory laws.
3. Conduct canine patrol	3.1	Patrol planned and conducted according to employer policy and client requirements.
	3.2	Canine managed in a manner which provides minimal risk of injury to the public, canine and the handler.
	3.3	Injuries to persons or canine attended to in a timely manner and reported and recorded according to operating procedures and assignment instructions.
4. Respond to situations requiring the use of a canine	4.1	Need to use the canine as a security measure in response to a request or situation is identified.
	4.2	Results of assignment reported and recorded in a timely manner.

RANGE STATEMENT

Canine handling team includes:

- security officer and canine kennel manager

Situations requiring the use of a canine may include:

- assisting with an arrest
- search of property
- search of baggage
- foot/motor patrols
- bomb detection
- drug detection

Legal requirements may include compliance with :

- Prevention of Cruelty Act

Animal health and welfare may include:

- JSPCA and other animal welfare organisations

Established criteria may include:

- employer policy
- client requirements

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- appropriate canine assignment criteria
- employer's canine policy and procedures
- animal health and welfare requirements
- legal requirements in relation to the handling and use of canines
- assignment requirements
- insurance liability
- maintenance of canine handling equipment
- capabilities and limitations of a trained canine
- principles of scent, sight and sound
-

Skill
The ability to:

- use standard commands
- observe and monitor people
- apply interpersonal communication
- use decision making skills
- perform record keeping

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively handle canines for security patrols in accordance with the performance criteria and range statement.

(1)   Critical Aspects and Evidence

Evidence should include demonstrated ability to:

- respond to rapidly changing circumstances while handling a canine
- apply the correct challenge, release and arrest procedures for apprehending offenders
- manage the health and hygiene of a canine including the ability to detect signs of ill health
- handle a canine both leashed and unleashed
- apply general safety procedures when handling and maintaining a canine in a working environment
- comply with relevant animal health and welfare regulations

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace,
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places.

SSIGGS0022A: Operate a security vehicle

Competency Descriptor: This unit deals with maintaining and operating assigned security
                                vehicles under routine as well as response conditions.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Operate vehicle	1.1	Condition of vehicle checked regularly according to employer policy and procedures.
	1.2	Faults and malfunctions identified and reported according to employer procedures.
	1.3	Routine vehicle requirements attended to in a timely manner and according to employer procedures.
	1.4	Vehicle operated in a manner which minimises damage to vehicle.
	1.5	Vehicle operated according to manufacturer's instructions, Road Traffic Act and location requirements at all times.
2. Drive to/from assignment	2.1	Most direct route to assignment chosen having regard to traffic and road conditions.
	2.2	Vehicle parked and secured according to manufacturer's instructions and employer requirements.
3. Drive in response to an alarm signal or back-up request	3.1	Quickest route chosen to scene of emergency or alarm based on traffic and road conditions.
	3.2	Vehicle driven in a manner which minimises risk of injury to self, other personnel and the public at all times.
4. Apply basic defensive driving skills	4.1	Consideration and preparation made for possible eventualities by anticipating events and/or actions of other road users.
	4.2	Vehicle driven in (adverse) road and weather conditions cautiously, paying strict attention to safety measures and maintaining control of the vehicle.

4.3   Skid control and vehicle recovery techniques are precisely and effectively executed.

4.4   Evasive driving techniques are effectively executed in response to threatening situations.

RANGE STATEMENT

Skid prevention recovery techniques may include:

- speed control
- corrective steering
- counter-steering
- braking to stop vehicle

Vehicles may include:

- motor cars and vans
- motorcycles
- 4-wheel drive vehicles
- armoured vehicles

Driving conditions may include:

- traffic
- adverse road surfaces
- varying weather conditions

Compliance with:

- Road Traffic Act/regulations
- Assignment instructions
- Employer policies

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- employer's vehicle policy and procedures
- basic vehicle components and operation
- relevant road and traffic laws
- client requirements and instructions
  -

Skill
The ability to:

- operate prescribed vehicle
- follow instructions
- read and apply local street directory
- interpersonal communication
- conduct vehicle minor maintenance
- apply basic defensive driving techniques

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively operate security vehicle in accordance with the performance criteria and the range statement. Persons to be assessed on this unit are required to hold a valid driver's licence for the assigned vehicle.

(1)   Critical Aspects and Evidence

Evidence should include demonstrated ability to:

- drive, park and secure vehicle under a variety of routine conditions
- comply with government and traffic regulations and employer vehicle procedures
- apply basic defensive driving techniques

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace,
- simulated assessment or critical incident assessment

A variety of methods may be used to assess underpinning knowledge.

(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. Confined spaces or public places.

BSBSBM0012A: Craft personal entrepreneurial strategy

Competency Descriptor:

> This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviours, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

Competency Field: Small Business Operations

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Demonstrate knowledge of the nature of entrepreneurship	1.1	Concepts associated with entrepreneurship are clearly defined.
	1.2	Factors which influence entrepreneurship in and outside of Jamaica are correctly identified and explained.
	1.3	The importance of entrepreneurship to economic development and employment is explained clearly.
	1.4	The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
	1.5	Differences between wage employment and entrepreneurial ventures are correctly stated.
2. Identify and assess entrepreneurial characteristics	2.1	Relevant research is carried out and required entrepreneurial characteristics identified.
	2.2	Entrepreneurial characteristics identified are assessed and ranked.
	2.3	An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
	2.4	Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.

3.	Develop self-assessment profile	3.1	Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used.
		3.2	The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated.
		3.3	Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained.
4.	Craft an entrepreneurial strategy	4.1	A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed.
		4.2	Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined.
		4.3	Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews.
		4.4	Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed.
		4.5	Goals established are specific and concrete, measurable, relate to time, realistic and attainable.
		4.6	Priorities, including identifying conflicts and trade-offs and how these may be resolved are established.
		4.7	Potential problems, obstacles and risks in meeting goals are identified.
		4.8	Specified action steps that are to be performed in order to accomplish goals are identified.
		4.9	The method by which results will be measured is indicated.

4.10   Milestones for reviewing progress and tying these to specific
        dates on a calendar are established.

4.11   Sources of help to obtain resources are identified.

4.12   Evidence of the ability to review process and periodically
        revise goals is demonstrated.

RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviours, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning which may result in commitment to uncertainty
- commitment to a premature path with the desirability of flexibility can lead to disaster
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity-oriented routine to one that is goal oriented
- developing plans that fail to anticipate obstacles, and those that lack progress milestones and reviews

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- personal entrepreneurial profile systems
- effective management systems: marketing, operations/productions, finance, administration, law
- how to measure feedback
- the method of developing a personal plan
- and a business plan
- understanding the difference between entrepreneurial culture and management culture

Skills
The ability to:

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particular situation
- effectively plan and execute activities
- use computer technology to undertake assessments

EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

(1)   Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

(2)   Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical evaluation.

(3)   Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between actual outcomes and plans/projections.

SSIGGS0202A: Handle firearms

Competency Descriptor: This unit covers all aspects of carrying, operating and the basic maintenance of a variety of firearms that may be used in the security industry. It includes the requirement to gain the appropriate state/territory licence and/or accreditation for the carrying of firearms.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Carry firearms	1.1	Firearm carried according to assignment and legal requirements.
	1.2	Use of firearms identified according to assignment and legal requirements
	1.3	Safety of self and others ensured by carrying firearm in appropriate holster that complies with specified state or territory statutes and regulations
	1.4	Ammunition carried complies with manufacturer's specifications, is employer issued and appropriate to the firearm being carried
	1.5	Firearms and ammunition kept according to assignment instructions and guidelines for safekeeping of firearms and ammunition
2. Operate firearms	2.1	Firearms used according to standard accreditation training procedures
	2.2	Firearms operated safely according to legal minimum force guidelines and state/territory laws
	2.3	Safety of firearms ensured by checking the firearm or equipment on receipt and return to ensure they are in a safe and serviceable condition
3. Keep firearms in a safe and secure condition	3.1	Firearms checked regularly according to state or territory requirements and guidelines and employer instructions
	3.2	Visible faults identified and action taken according to assignment procedures and legal requirements

3.3   Firearms tested according to state or territory laws and regulations and employer requirements

3.4   Firearms received, kept and returned in a clean and serviceable condition

3.5   Firearms not in use stored in a manner as required by state or territory laws and regulations and employer requirements

RANGE STATEMENTS

Firearms may include:

- revolvers; shotguns

Guidelines for use of firearms may include those set out by:

- accredited training; relevant legislation

Minimum force guidelines include those set down by:

- government legislation;
- police services

Faults may include:

- firearm misfires; misuse; mechanical failure

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant legal, licensing and employer requirements for the safe carrying, storage and use of firearms
- guidelines for the safe use and handling of firearms
- storage of firearms and ammunition
- client instructions
- use of force continuum guidelines

Skill
The ability to:

- apply discretion in the use of firearms
- demonstrate firearms handling skills
- use effective interpersonal communication skills

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively handle firearms in accordance with the performance criteria and range listed in the range statement.

(1)   Critical Aspects and Evidence

Evidence must include completion of firearms and equipment accreditation training required by law and employer requirements

Evidence should demonstrate a capacity to:
- keep firearms in a safe and serviceable condition
- justify the carrying and use of firearms in various situations and circumstances
- assess situations for firearm usage according to assignment and legal requirements
- identify faults capable of affecting operation

(2)   Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- Continuous assessment in an institutional setting
- Continuous assessment in the workplace,
- Simulated assessment or critical incident assessment.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

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(3)   Context of Assessment

Assessment should be conducted in a simulated environment where work functions are undertaken and assessed under specially prepared, controlled conditions: e.g. confined spaces or public places.

SSIGGS0212A: **Maintain prisoner security during escort**

Competency Descriptor:	This unit describes the skills and knowledge required to escort prisoners between locations and within locations. The unit includes the necessary knowledge of legal requirements in escorts of this nature. The unit does not cover the competencies necessary to escort prisoners within prisons.

Competency Field: Security Services

ELEMENT OF COMPETENCY   PERFORMANCE CRITERIA

1.	Identify prisoner escort requirements	1.1	Resource requirements for escort assessed and obtained according to assignment instructions.
		1.2	Need for additional resources identified and appropriate steps taken prior to escort assignment.
		1.3	Proposed route and need for support staff determined and/or clarified according to assignment instructions.
		1.4	Contingency plans made if appropriate.
2.	Prepare prisoner for escort	2.1	All prisoners to be escorted are identified.
		2.2	Classification/recent behaviour of prisoner confirmed and special needs noted.
		2.3	Prisoner searched where required according to relevant law and taking account of prisoner's sex and OH&S requirements.
		2.4	Vehicle and/or receiving unit/location checked according to assignment requirements.
		2.5	Relevant staff/personnel advised of pending movement of prisoner and necessary records made.
		2.6	Restraint techniques applied according to assignment and legal requirements.
3.	Escort prisoner	3.1	Potential threats and/or problems identified on commencement of escort.
		3.2	Escort undertaken according to assignment instructions.
		3.3	Threats/problems during assignment identified and acted upon according to assignment instructions and law.

3.4   Restraint techniques used during escort according to local/regional/international legislations and conventions.

3.5   All relevant documentation checked and completed according to assignment instructions and legal requirements.

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Resource requirements may include:

- physical resources such as communication, restraint or security equipment,
- special vehicles equipped with sirens and flashing lights
- certified first aid practitioners
- emergency medical resources/technicians/vehicles
- back-up personnel

Legal requirements may include:

- legal authority to hold/transfer prisoner
- relevant legislation and regulations dealing with correctional services
- human rights conventions
- anti-discrimination & OH&S
- types of warrants and orders
- regulations relating to prohibited items

Special needs of prisoners may include:

- cultural differences
- medical/health
- language
- gender/age
- disability

Equipment may include:

- body armour
- handcuffs
- ankle chains
- body restraint
- baton/control bar

Potential threats/problems may include:

- assassination
- escape
- ambush
- delays
- climatic conditions

Restraint techniques may include:

- use of handcuffs
- use of hoods
- using ankle chains

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
 Knowledge of:

- assignment instructions and requirements
- factors which might jeopardise the safety and security of the escort
- local/regional/international legislations and conventions
- restraint techniques
- guidelines on use of force
- Occupational Health and Safety
- first aid
- established escorting techniques

Skills
The ability to:

- conduct interpersonal communication
- apply recording and writing skills
- physically restrain
- adapt based on circumstances
- conduct body search
- carry out observation and monitoring

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects of Evidence

Evidence should include demonstrated capacity to:

- constantly monitor and assess all factors which might impact the escort risk and react in an appropriate manner where necessary
- undertake appropriate and accurate search of prisoner to identify objects which may permit harm to self and others and to locate contraband
- prisoner is escorted in accordance with relevant legislations
- compliance with all policies, standards and legal requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written tests
- case studies
- evaluation of previous work
- evaluation of workplace records, job documents and performance appraisals
- testimonials from clients
- portfolio of evidence of previous works and qualifications
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0222A: Undertake loading and unloading of valuables

Competency Descriptor:	This unit deals with the skills and knowledge required to undertake loading and unloading of valuables in a designated secured environment, including assessment of loading site, undertaking load transfer, and completing required transfer documentation.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare to enter loading site	1.1	Plans of site access, exit points and key physical features are identified.
	1.2	Loading site(s) mandated by customer and/or specific loading and unloading requirements are identified and assessed for accessibility and security.
	1.3	Where pre-determined site is assessed as inappropriate, proposed changes to loading site(s) are referred to management personnel and authorisation sought where appropriate
	1.4	Permission to enter and exit loading area is obtained in accordance with fail-safe and /or assignment instructions where required
	1.5	Contingency plans are identified and confirmed with other team members.
2. Undertake load transfer	2.1	Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques, are undertaken in accordance with operational plan and regulatory requirements.
	2.2	The environment is constantly monitored to maintain a safe working environment.
	2.3	Goods are identified and details are verified and checked for conformity with manifest.
	2.4	Non-conforming consignments are documented and reported to designated persons in accordance with assignment instructions.
	2.5	Load characteristics are identified and considered when determining appropriate loading and unloading procedures.

	2.6	Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements.
	2.7	Consignment is delivered/stored and secured in accordance with operational plan, enterprise procedures and regulatory requirements.
	2.8	Consignment is delivered/stored and secured in accordance with operational plan, enterprise procedures and regulatory requirements.
3. Complete transfer documentation	3.1	Details of consignment delivery are verified by client or client representative.
	3.2	Transfer documentation is completed in accordance with assignment instructions and organizational procedures.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Work context may include

- work must be carried out in compliance with the relevant sections of the regulations of the relevant
- work is performed under general supervision
- work involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in designated secured environments
- operations may be conducted in a range of work environments and weather conditions by day or night
- customers may be internal or external

Hazards may include:

- vehicular and pedestrian traffic
- firearm handling
- persons with felonious intent
- uneven ground, steps, road surfaces
- contamination of, or from, materials being handled
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature

Consultative processes may involve:

- clients
- private security personnel
- public sector security personnel
- security consultants
- other employees and supervisors
- management
- other professional or technical staff

Security systems/devices may include:

- two key safes
- ATM vaults
- surveillance cameras
- alarm systems
- access control systems
- time delay devices

Consignment risk may include:

- staff fidelity
- other theft
- loss through negligence
- terrorist actions
- natural disasters

Sources of information/documents

- workplace procedures and policies
- job specifications
- relevant manufacturer's specifications
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Organisational requirements may include:

- quality assurances and/or procedures manuals
- goals, objectives, plans, systems and processes
- legal and organisational policy/guidelines and requirements
- occupational health and safety policies, procedures and programs
- confidentiality and security requirements
- anti-discrimination and related policy
- access and equity principles and practice
- ethical standards
- quality and continuous improvement processes and standards
- defined resource parameters
- who is responsible for products or services
- pricing and discount policies
- replacement and refund policy and procedures
- payment and delivery options

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications

Personal protection equipment may include:

- gloves
- safety headwear and footwear
- firearms

Applicable regulations and legislation may include:

- relevant firearms legislation
- licensing and permits for firearms and security occupations
- licensing requirements for driving and carrying particular classes of goods
- relevant road rules and traffic acts
- insurance regulations
- relevant industry regulations

Designated individuals and groups may include:

- supervisor
- customers
- colleagues
- external organisation
- committee
- line management

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant permit and licenses regulations and requirements
- OHS and procedures and guidelines concerning the lifting and movement of loads
- risks hazards when transferring valuables and related precautions to control the risk
- operational procedures for identification of security risks
- contingency planning relating to controlling security risks
- standard operating procedures
- the relevant legislation from all levels of government agencies that affect security business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- handling security equipment
- the principles of customer services
- the client's business structure, products and services
- the client organisation's security policy and procedures
- handling customer complaints
- product and service standards and best practice models
- common problems relating to security service delivery
- consultation methods, techniques and protocols
- techniques for dealing with difficult clients and staff

Skill
The ability to:

- assess suitability of loading site in relation to security requirements and type of load
- estimate weight and dimensions of load and any special requirements
- select appropriate equipment and work systems
- identify job and site hazards and planning work to minimise risks
- use appropriate communication strategies and equipment
- following workplace procedures
- maintaining records and documentation
- identify and safely handle equipment and goods
- establish effective working relationships with colleagues
- maintain confidentiality of customers, workplace operations, equipment and materials carried
- apply codes of practice, hazard policies and procedures
- follow procedures and work instructions
- apply quality assurance procedures (where existing)
- follow security procedures
- execute contingency plans

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- assess suitability of loading site in relation to security requirements and type of load
- estimate weight and dimensions of load and any special requirements
- select appropriate equipment and work systems
- identify job and site hazards and plan work to minimise risks
- use appropriate communication strategies and equipment
- follow workplace procedures
- locate, interpret and apply relevant information
- maintain enterprise records and documentation
- identify and safely handle equipment and goods
- apply hierarchy of control

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0232A: Provide information to the public

Competency Descriptor: This unit deals with the skills and knowledge required to provide public information and includes confirming and responding to information requests.

Competency Field: Communication

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Establish contact with members of the public	1.1 Communication with members of the public is conducted in a professional and courteous manner according to organisational requirements.
	1.2 Personal dress and presentation is maintained in line with organisational requirements.
	1.3 Appropriate interpersonal skills are used to facilitate accurate and relevant exchange of information.
	1.4 All work reflects sensitivity to members of the public's specific needs and any cultural, ethnic and individual differences.
2. Assess the request for information	2.1 The source, nature and priority of the request are clarified and confirmed in accordance with organisational requirements.
	2.2 The request is redirected to the relevant section, department or person if appropriate in accordance with organisational requirements.
	2.3 The receipt of the request is recorded in accordance with enterprise procedures where necessary.
3. Respond to enquiry	3.1 Enquiries are responded to promptly and politely and in accordance with organisational requirements
	3.2 Appropriate questioning and active listening are used to determine enquirer's needs.
	3.3 Telephone calls are answered and made in accordance with organisational requirements.
	3.5 Information relevant to enquirer's needs is provided in line with organisational requirements.

		3.6	Enquiries outside area of responsibility/knowledge are referred to nominated person/s for resolution.
		3.7	Additional information or follow-up action is completed in line with enquirer's needs and organisational timelines.
4.	Prepare response	4.1	Required information is located and accessed if available in accordance with organisational requirements.
		4.2	Appropriate procedures are followed to obtain or generate the required information if information is not readily available.
		4.3	Required approval/authority to release information is sought before proceeding in accordance with organisational requirements.
5.	Provide information	5.1	Information provided is accurate, relevant and complies with enterprise/statutory requirements.
		5.2	The customer is kept informed of progress when it is not possible to provide the information immediately in accordance with customer service practices and organisational requirements.
		5.3	Other relevant personnel are notified of request and response in accordance with organisational policies and procedures.
		5.4	Most appropriate communication method is used given priority, cost and customer facilities in accordance with organisational policies and procedures.
		5.5	Information shared is accurate and communicated at a pace and in a manner that facilitate understanding.
		5.6	A willingness to share information is demonstrated and information is imparted in a polite and helpful manner at all times.
		5.7	Sources of information are identified and clients are directed to those sources in a helpful manner.
		5.8	Knowledge of local area and the country is updated and shared.
		5.9	Situations where requested information is unknown are appropriately handled.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to providing information to the public.

Members of the public may include:

- community members
- members of organisations
- civic groups
- members of security services
- visitors

Information sources may include but are not limited to:

- media
- reference books
- maps
- resource persons
- industry associations
- industry journals
- internet
- personal observations and experiences

Responding to enquiries may include:

- arranging appointments
- information about products or services
- general information
- referrals to other colleagues/departments
- clarifying or resolving problems

Information on local area and country may include:

- history and culture
- geography, weather and climate
- people, food and landmarks
- location of entities, hospitals and public offices
- events, current affairs and entertainment
- streets, buildings and areas

Enquiries may be made through:

- face-to-face
- email
- fax
- telephone

Public information may include:

- organisation's products and services
- organisations missions and goals
- public education information
- public safety information
- information on local area and the country

Interpersonal skills may include:

- using appropriate body language
- summarising and paraphrasing to check understanding of client's message
- providing an opportunity for the client to confirm their request
- questioning to clarify and confirm the client's needs
- listening actively to what the client is communicating

Sensitivity may include:

- respect for diversity
- understanding how other people feel
- dealing with special needs
- showing empathy

Legal and regulatory requirements may apply to:

- freedom of information legislations
- privacy legislation and any matters which may be under the jurisdiction of the court
- security considerations
- matters which may be considered sensitive or offensive to the public

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and/or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Opportunities to update local knowledge may include:

- talking and listening to colleagues and customers
- participation in local familiarisation tours
- visiting the local information centre
- personal observation/exploration
- watching TV, videos and films
- listening to radio
- reading local newspapers

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- the organisation's roles, functions, structure, mission and services
- strategies for excellent customer service
- local area and country
- sources of information
- the organisation's policies and procedures for customer service including handling client complaints
- client feedback mechanisms and
- special needs
- teamwork
- organisation's policies, procedures and guidelines
- organisation's culture and values
- organisation's strategic goals and standards
- organisation's operations and processes
- legislative requirements
- techniques of oral and written communication
- telephone techniques

Skills
The ability to:

- access and use workplace information
- utilise skills to identify client needs
- deal with customer enquiries or complaints (problem solving skills)
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- articulate organisation's services
- employ questioning and active listening skills to clarify information
- apply customer service skills to fulfil client requirements and satisfaction
- apply customer service skills to satisfy customer needs
- read and interpret information

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to provide information to the public in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of organisation's roles and function, services provided and customer service practices
- demonstrate knowledge of and adherence to organisation's standards, policies and procedures
- correctly prioritises requests for information
- locates and synthesises the required information using appropriate sources
- provides authorised information that is accurate, relevant, and in the required format
- uses language appropriate to client and avoids jargon
- communicates in an efficient and polite manner, taking into account cultural diversity and disabilities
- maintains security and confidentiality of information as required by organisational procedures
- records and files records of the request and information provided as required by organisation procedures
- deliver service in accordance with organisational policy and procedures
- projection of a professional image in representing the organisation
- compliance with legislative, regulatory and legal requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0242A: **Resolve conflict**

Competency Descriptor: This unit deals with the skills and knowledge required to handle
                            conflicts leading to agreed resolution.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify conflict situations	1.1	Potential for conflict is quickly identified and swift and tactful action is taken to prevent escalation.
	1.2	Individuals involved and the nature of the conflict are identified.
	1.3	Situations where personal safety of individuals or property may be threatened are quickly identified and appropriate assistance is organised.
	1.4	Relevant person(s) are notified of the situation in accordance with organisational policies and procedures.
2. Resolve conflict situations	2.1	Responsibility is taken for finding and developing a solution to the conflict within the scope of own job authority.
	2.2	All points of view are encouraged, accepted and treated with respect.
	2.3	Effective communication skills are used to assist in the management of the conflict.
	2.4	Accepted conflict resolution techniques are used to manage the conflict situation.
3. Respond to complaints	3.1	Complaints are handled sensitively, courteously and discreetly.
	3.2	Responsibility is taken for resolving the complaint.
	3.3	The nature and details of the complaint are established and agreed with the complainant.
	3.4	Appropriate action is taken to resolve the complaint to the complainant's satisfaction wherever possible.

3.5   Where appropriate, techniques are used to turn complaints into opportunities to demonstrate high quality customer service.

3.6   Any necessary documentation is completed accurately and legibly within time constraints.

4.   Escalate conflict situation

4.1   Persons involved in the conflict are informed of intent to refer the matter to appropriate party (ies) for resolution.

4.2   Unresolved conflict is referred to the appropriate personnel in accordance with organisational policies and procedures.

4.3   Pertinent information is provided to appropriate parties relating to the conflict in accordance with organisational policies and procedures.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Conflict situations may include but are not limited to:

- rude and offensive behaviour by individuals
- customer/supplier complaints
- conflicts among work colleagues
- misunderstanding between parties
- discrimination
- refused entry
- drug or alcohol affected persons
- ejection from premises

Appropriate party may include:

- client
- supervisor
- management
- police
- parent
- public agencies

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and/or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- records and information systems and processes
- communication channels and reporting procedures

Applicable legislation, codes must relate to:

- Occupational Health and Safety
- environmental issues
- industrial relations
- anti-discrimination and diversity laws
- licensing arrangements
- firearm licensing act
- quality assurance and certification requirements
- relevant industry codes of practice
- trade practices
- privacy requirements
- freedom of information and confidentiality acts

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- conflict resolution skills
- communication skills
- problem solving skills
- procedures for customer complaints
- strategies for excellent customer service
- the organisation's policies and procedures for customer service including handling client complaints
- organisation's standard operating procedures
- duties and functions of security personnel
- industry standards
- client feedback mechanisms
- dealing with people with special needs
- teamwork
- organisation's policies, procedures and guidelines
- organisation's culture and values

Skill
The ability to:

- identify potential for conflict
- identify situations where personal safety of customers or colleagues may be threatened
- find a solution to conflict
- encourage all points of view
- use communication skills
- use conflict resolution techniques
- manage the conflict situation
- handle complaints
- establish nature and details of complaints
- complete documentation

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of knowledge of conflict resolution techniques and procedures for handling conflicts
- assess situations which may lead to conflict and determine nature of potential conflict
- ability to apply conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the sector and workplace
- apply effective communication techniques and interpersonal relationship skills
- handle complaint appropriately
- maintain safety of individuals and property
- escalate disputes in appropriate manner
- obtain, provide and record information accurately
- compliance with all policies, procedures and legal requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency. Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0492A: **Protect valuables in transit**

Competency Descriptor:

> This unit deals with the skills and knowledge required for collecting and delivering valuables. It requires the ability to observe and monitor the environment for possible risk and operate in a security vehicle and use related equipment.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare for escort	1.1	Proposed routes, schedules and other relevant assignment instructions are obtained and verified with appropriate person(s) in accordance with organisational policies and procedures.
	1.2	Resource requirements are checked and confirmed in accordance with assignment instructions.
	1.3	Equipment is checked for correct operation in accordance with manufacturer's instructions and organisational requirements.
	1.4	Equipment faults and/or damages are identified and reported for repair or replacement in accordance with assignment instructions.
	1.5	Personal dress and presentation is maintained in accordance with organisational requirements and to customer's satisfaction.
2. Undertake escort and maintain security	2.1	Escort is undertaken in a manner that ensures personal safety and security of valuables and is in accordance with assignment instructions and organisational requirements.
	2.2	Valuables are safely delivered to destination in accordance with assignment instructions.
	2.3	Continuous and active observation is maintained to identify risks and incidents in accordance with organisational requirements and assignment instructions.

	2.4	Situations requiring advice or assistance in response to risk assessment are readily identified and support or guidance is promptly requested.
	2.5	Response to risks and incidents do not compromise personal safety and are in accordance with organisational requirements.
3. Complete escort	3.1	Equipment is operated, maintained and serviced in accordance with manufacturers specifications and organisational requirements.
	3.2	Log books, reports and records are completed in accordance with assignment instructions and legislative requirements.
	3.3	Incident and potential incident observations are provided accurately and constructively when reviewing and debriefing escort operations.
	3.4	Reports and records are completed according to assignment instructions and reporting procedures.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Assignment instructions may include:

- verbal or written instructions from supervisor/client
- time schedules
- communication channels
- collection and set-down locations/sites
- escort routes
- personal equipment such as clothing or other items to be carried and/or worn
- work tasks and procedures
- specified physical resources and equipment
- policies, procedures or instructions applicable to a specific site
- record and documentation systems

Applicable legislation, codes must relate to:

- Occupational Health and Safety
- environmental issues
- industrial relations
- anti-discrimination and diversity laws
- licensing arrangements
- firearm licensing act
- quality assurance and certification requirements
- relevant industry codes of practice
- trade practices
- privacy requirements
- freedom of information and confidentiality acts

Valuables to be collected and delivered is limited to:

- documents
- precious stones
- jewellery
- artworks
- bullion
- currency

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and/or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- records and information systems and processes
- communication channels and reporting procedures

Resources may include:

- transport
- maps
- seals
- personal protective clothing and equipment

Equipment may include:

- communication equipment (telephone, computer, two-way radio)
- receptacles for carrying valuables

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment and weapons
- access to specific security equipment
- additional training
- scope of worker's own levels of responsibility and competence
- regular communication with supervisor and/or colleagues
- taking an alternative route

Appropriate persons may include:

- supervisors, managers
- colleagues
- support services/agencies (e.g. emergency services)
- clients

Risks and incidents could include but are not limited to:

- robbery
- theft
- actions or behaviour, whether accidental or deliberate
- vehicle accidents
- any behaviour that could threaten the security and safety of vehicle crews, vehicles and valuables

Reporting procedures may include:

- presentation of reports in a timely manner
- use of pro-formas, log books, standard documentation
- reporting accurate and constructive observations
- verbal and/or written review and debrief of situations

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- relevant legislative provisions including OHS, licensing requirements and 'use of force' guidelines
- communication codes and signals
- operational principles and techniques of communication and security equipment
- basic problem solving strategies
- premises/property security requirements and procedures
- emergency procedures
- reporting procedures and documentation requirements
- principles of effective communication including interpersonal communication techniques

Skill
The ability to:

- accurately determine resource and equipment requirements
- assess site layout, communication and security requirements
- give clear and accurate information
- report information and record and process documentation
- operate and maintain security and communication equipment
- present a professional image to members of the public and colleagues
- recognise security risk situations and determine likely source of risks/threats to maintain safety of self and others
- communicate effectively
- apply legal and procedural requirements
- prioritise activities and maintain work schedule

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of escort operations and transporting valuables
- assess and determine route, site(s), resource and equipment requirements to meet assignment instructions
- maintain maximum safety and protection of self and persons while carrying out escort activities
- identify and assess all risk factors which might impact upon escort arrangements
- determine the appropriate response to identified security risks
- effectively use appropriate communication strategies and equipment and accurately complete documentation requirements
- comply with a range of legislation and procedural requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency. Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0252A: **Control and direct traffic**

Competency Descriptor: This unit deals with the skills and knowledge required for the process of controlling and directing traffic. It requires the ability to interpret and follow assignment instructions, accurately monitor traffic movements and select and use traffic control equipment appropriate to the task.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Prepare for assignment	1.1	Traffic control schedules and other relevant assignment instructions are obtained and verified with appropriate persons.
	1.2	Personal dress and presentation including suitable personal protective equipment is selected and maintained in line with OHS and organisational requirements.
	1.3	Traffic control equipment is checked for effective operation and serviceability in accordance with manufacturer's specifications.
	1.4	Faults and damage to equipment are identified, rectified and reported, and equipment replaced in accordance with legislative and organisational requirements**.**
	1.5	Traffic routes and parking details are examined to ensure familiarity with assignment instructions.
2. Direct and control traffic	2.1	Traffic is directed in a courteous and professional manner in accordance with assignment instructions.
	2.2	Traffic control equipment is positioned to ensure maximum visibility and in accordance with traffic regulations and assignment instructions.
	2.3	Work area conditions are constantly monitored to ensure safe and secure operations.
	2.4	Vehicle incidents or accidents are investigated and recorded in accordance with assignment and organisational requirements.
	2.5	Violations of traffic signals, parking instructions, traffic laws and road codes are handled in accordance with relevant legislation and organization policies and procedures

3.	Complete assignment	3.1	Traffic control equipment is cleaned, maintained and stored in accordance with organisational requirements.
		3.2	Faulty or damaged equipment is identified and rectified, or replaced according to organisational requirements.
		3.3	Incident observations are provided accurately and constructively when reviewing and debriefing situations.
		3.4	Reports and records are completed and processed in accordance with assignment instructions.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to controlling and directing traffic.

Assignment instructions may include:

- work tasks and procedures
- restricted access
- exit locations and passage ways
- verbal or written instructions from supervisor/client
- communication channels
- equipment requirements
- site layout including access points
- use of personal protective equipment (gloves, eye protectors, ear protectors, safety overalls, safety boots, sunscreen, portable shade, luminous traffic control coats, traffic wands)

Traffic control equipment may include:

- temporary signage
- portable traffic lights
- temporary barriers
- witches hats
- hand-held traffic bats/wands

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and/or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- traffic laws and road code
- traffic control procedures
- traffic signals
- road conditions and driving hazards
- penalties for violations of traffic laws
- basic traffic management planning
- routes and restrictions in the operating area
- organizational policies and procedures
- rights of motorists
- court procedures
- operations of traffic control equipment

Skills
The ability to:

- prepare for work
- work safely
- operate traffic control equipment
- handle incidents
- issue tickets
- communicate effectively
- provide instructions

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to control and direct traffic in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of road code, legislation relating to use of road and vehicles and traffic control procedures
- demonstrate the ability to direct traffic effectively resulting free flow of vehicles and pedestrians and minimum congestion
- use appropriate signals and issue relevant instructions
- use traffic control equipment correctly and safely
- handle violations according to law
- communicate effectively
- process and complete all relevant documentation
- compliance with organizational policies, guidelines and procedures

(2) Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3) Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0263A: Coordinate quality security services to clients

Competency Descriptor:

This unit deals the skills and knowledge required to advise on and implement quality security service and assess satisfaction on the basis of feedback from clients and implement plans for improvement.

Competency Field: Security services supervision

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Advise on client's/facility security service needs	1.1 Client's/facility security service needs are clarified and accurately reported to management.
	1.2 Options for improved service to clients are assessed and discussed within organisational requirements.
	1.3 Recommendations made are necessary, relevant, constructive and promotes the improvement of security service delivery.
2. Coordinate security services delivery	2.1 Security service strategies and available service/product are promoted to clients.
	2.2 Difficulties and complaints relating to security service being provided are dealt with promptly within organisational requirements.
	2.3 Coaching and mentoring assistance is provided to colleagues to overcome difficulties in meeting client security standards.
	2.4 Decisions to implement security plans and strategies to meet clients' needs are taken in consultation with team and management.
	2.5 Delivery of security services is monitored and guided in accordance with established contractual requirements, organisational standard operating procedures and industry standards.

3.	Assess and report on security service	3.1	Client satisfaction with security service delivery is reviewed in accordance with organisational requirements.
		3.2	Changes necessary to maintain security service standards are identified and reported to direct report.
4.	Manage client expectations	4.1	Range of possible organisational responses to client security needs are communicated to the client in a timely manner.
		4.2	Client is informed of options for further actions.
		4.3	Courtesy, consideration and sensitivity are exercised at all times with the client.
		4.4	All necessary documentation is obtained, completed and processed according to organisation's policy and procedures.
		4.5	Organisation's policy and procedures relating to confidentiality are implemented.
		4.6	Assistance is sought to manage clients' expectations when necessary.
		4.7	Clients are referred to other personnel where necessary to ensure their needs are managed efficiently.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace, which may include:

- contracts and industrial relations agreements
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- national and international security regulations
- relevant industry codes of practice

Clients complaints may relate to:

- poor security service
- behaviour of security personnel
- lack of advice or general information on security arrangements
- specific information on deployment of security
- incompetence of member security service
- purchasing organisation's products and services
- returning organisation's products and services
- accuracy of information
- fairness/politeness
- prices/value

Coaching and mentoring assistance may include:

- providing feedback to another team member
- fair and ethical practice
- non-discriminatory processes and activities
- respecting the contribution of all participants and giving credit for achievements
- presenting and promoting a positive image of the collective group
- problem solving
- providing encouragement

Communication techniques may include:

- consultation methods, techniques and protocols
- analysing customer satisfaction surveys
- conducting interviews
- questioning
- summarising and paraphrasing
- seeking feedback to confirm understanding
- making recommendations
- obtaining management decisions
- analysing quality assurance data

Clients can be:

- internal or external
- government and quasi-government
- individual members of the organisation
- corporate customers
- individual members of the public

Security service may include:

- deployment of security personnel
- personal protection
- cash-in-transit service
- rapid response
- patrols
- canine
- armed guards
- electronic

Organisational requirements may include:

- quality assurances and/or procedures manuals
- goals, objectives, plans, systems and processes
- legal and organisational policy/guidelines and requirements
- occupational health and safety policies, procedures and programs
- confidentiality and security requirements
- anti-discrimination and related policy
- access and equity principles and practice
- ethical standards
- quality and continuous improvement processes and standards
- defined resource parameters
- who is responsible for products or services
- pricing and discount policies
- replacement and refund policy and procedures
- payment and delivery options

Procedures to resolve customer difficulties may include:

- using conflict management techniques
- refund of monies
- item replacement
- referrals to supervisor
- review of products or services
- external agencies (e.g. Ombudsman, Consumer Affairs Commission)

Business technology may include:

- photocopier
- computer
- printer
- binder
- shredder
- answering machine
- fax machine
- telephone

Designated individuals and groups may include:

- supervisor
- customers
- colleagues
- external organisation
- committee
- line management

Customer service strategies may include:

- delivery times
- price offers
- product/service availability
- product/refund guarantees
- merchandise characteristics
- courtesy/politeness

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- the relevant legislation from all levels of government agencies that affect security business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- security services strategies
- the principles of customer services
- the client's business structure, products and services
- the client organisation's security policy and procedures
- handling customer complaints
- product and service standards and best practice models
- common problems relating to security service delivery
- consultation methods, techniques and protocols
- techniques for dealing with difficult clients and staff

Skill
The ability to:

- plan, develop and implement schedules
- assess effectiveness of security service strategies
- interpret a variety of texts; prepare information and papers; write formal and informal letters according to target audience
- exercise interpersonal skills to relate effectively to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- select and use technology appropriate to a task
- use problem-solving skills to diagnose organisational problems relating to customer services
- provide effective recommendations for the enhancement of products or services

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects of Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of effective security and safety strategies and potential security risks
- identifying needs and priorities of the organisation in delivering security services to clients
- distinguishing between different levels of customer satisfaction
- providing constructive advice on security service procedures and practices
- responding to and reporting on client feedback
- designing strategies to improve delivery of security products and services

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- case studies/projects
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(6)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0273A: Lead small security team

Competency Descriptor:

This unit deals with the skills and knowledge required to lead small teams to achieve designated assignment objectives.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Facilitate team planning	1.1	Individual and team purpose, roles and responsibilities are clarified, agreed upon and defined in accordance with organisational goals and objectives.
	1.2	Assignment instructions are identified and clearly communicated to team members in accordance with legislative and organisational requirements.
	1.3	Adequate consideration should be given to contingencies when formulating rosters, duties and allocating responsibilities to team members.
	1.4	Open communication within the team is encouraged and facilitated to ensure full understanding and accurate exchange of information.
	1.5	Team effort is commended and support provided to develop camaraderie and to maximise benefit from team diversity.
2. Monitor team performance	2.1	Duties, rosters and responsibilities are assessed against and matched to team capabilities.
	2.2	Performance of the team and individual members are systematically monitored against defined measurable criteria to ensure the satisfactory completion of duties.
	2.3	Performance is assessed against assigned duties.
	2.4	Performance requirements are communicated clearly to individual team members and the team as a whole.
	2.5	Industrial relations requirements are considered and adhered to in maintaining the team and addressing team and individual concerns.

3.	Improve/maintain team performance	3.1	Effective working relationships are established and maintained through the provision of appropriate support, communication and feedback.
		3.2	Constructive feedback on quality of performance is regularly provided to team members.
		3.3	Prompt and appropriate actions are taken to address deficiencies or concerns in team performance.
		3.4	Team is supported and motivated to achieve its goals and objectives and due consideration is given to the team's welfare and morale.
		3.5	Team concerns are acknowledged and addressed as required and wherever possible discussed and resolved within the team.
		3.6	Established dispute resolution procedures are followed in the event of non-resolution; team concerns are constructively presented and discussed with appropriate personnel in a timely and objective manner.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to leading small security teams.

Assignment instructions may include:

- client brief
- instructions from management
- previous supervisor's reports
- debriefing from previous shift
- roster/shift details
- standard operating procedures
- location orders
- resource and equipment requirements
- schedules/activities
- personal protective equipment requirements
- special equipment requirements

Organisational goals and objectives may include:

- reporting deadlines
- compliance with location orders
- meeting clients' requirements
- team participation
- team and individual learning goals

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- industrial relations
- policies and procedures relating to own role, accountability, responsibility and delegation
- continuous improvement in processes and maintenance of established quality standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- rules of engagement
- human rights requirements
- duty of care, code of conduct, code of ethics
- legalisations
- records and information systems and processes
- communication channels and reporting procedures

Communication techniques may include:

- two-way interaction
- constructive feedback
- active listening to clarify and confirm understanding
- active silence
- non-verbal positive actions
- reflection and summarising
- use of positive, confident and co-operative language
- control of tone of voice and body language
- culturally aware/sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate
- clear, accurate and concise written communication

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- teamwork principles and strategies and relationship-building techniques
- organisational procedures and guidelines appropriate to own role, responsibility and delegation
- reporting procedures and documentation requirements and processes
- work activities and expected outcomes
- capabilities team members
- group dynamics
- basic planning and management principles
- quality assurance requirements
- interpersonal communication techniques
- teamwork methodology and structures
- dispute resolution procedures
- meeting procedures
- information technology applications
- organisational policies, procedures, goals, objectives and direction
- individual and team roles, responsibilities and accountability
- relevant legislation and regulations
- Occupational Health and Safety requirements
- organisational performance standards, criteria and assessment techniques

Skills
The ability to:

- communicate, interact and provide constructive feedback to individual and team members
- use coaching and mentoring skills to provide support and build effective workplace relationships
- apply effective interpersonal communication techniques including active listening
- apply conflict resolution and negotiation techniques
- provide effective informal performance counselling
- acknowledge and resolve individual or team problems
- prioritise work tasks to meet designated schedules
- accurately create and maintain records and documentation

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to lead small security team in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of the organisation's objects, coordinating team to achieve objectives and managing individuals and processes
- clearly define and communicate roles and responsibilities, assignment instructions and organisational goals and objectives to individual and team members
- select and allocate duties and responsibilities appropriate to individual knowledge, skill, aptitude and assignment requirements
- communicate performance expectations for a range of tasks and duties within the team and provide constructive feedback
- assess and monitor team and individual performance against set measurable criteria and to maintain or improve individual and/or team performance
- communicate effectively on a one-to-one and group basis with colleagues, clients and supervisors
- acknowledge individual or team concerns and facilitate discussion and resolution within the group
- compliance with organisational policies, procedures and guidelines
- work in accordance to health and safety requirements, quality assurance standards and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0283A: **Prepare and present security documentation and reports**

Competency Descriptor:

> This unit deals with the skills and knowledge required to plan, organise and present documentation in required formats appropriate for use in the security industry. It requires the ability to gather and evaluate the quality of information and data, prepare and review drafts, and present final reports and documentation.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Gather information	1.1	Reporting requirements, objectives and timeframes are verified in consultation with appropriate person(s).
	1.2	Business equipment is used in accordance with manufacturer's specifications to collect and organise information.
	1.3	Methods of collecting information are reliable and make efficient use of resources in accordance with organisational requirements.
	1.4	Relevant information is obtained from information sources in accordance with legislative and organisational requirements.
2. Assess and organise information	2.1	Gathered information is assessed in terms of validity, reliability and relevance against reporting requirements.
	2.2	Additional information is sought as required from identified sources in accordance with organisational policy and procedures.
	2.3	All material is thoroughly reviewed to ensure completeness and accuracy of information and meets reporting requirements.
	2.2	Information is prioritised and organised in a logical manner to facilitate analysis and dissemination in accordance with organisational procedures.

3. Present information	3.1	Draft documentation is prepared and checked to ensure intended meaning is readily understood and reflect reporting requirements.
	3.2	Draft documentation is forwarded to appropriate person(s) for review and constructive feedback is identified and integrated into the final document.
	3.3	Final documentation is presented within designated timeframes using clear and concise language and meets organisational standards relating to style, format and accuracy.
	3.4	Retained material is securely stored in accordance with legislative and organisational requirements.

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Business equipment may include:

- computers and computer applications
- personal schedulers
- e-mail
- internet/extranet/intranet
- facsimile machines
- printers
- photocopiers
- scanners

Appropriate person(s) may include:

- supervisors
- management
- security personnel
- clients

Reporting requirements may include:

- the presentation of documentation in a timely manner
- reporting accurate and constructive observations
- verbal and/or written reviews and submissions

Organisational policies and procedures may include:

- legal and regulatory requirements
- personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- industrial relations policies
- policies and procedures relating to own role, accountability, responsibility and delegation
- continuous improvement in processes and maintenance of established quality standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programmes
- emergency and evacuation procedures
- client service standards
- rules of engagement
- human rights requirements
- duty of care, code of conduct, code of ethics
- privacy and confidentiality policies and legalisations
- records and information systems and processes
- communication channels and reporting procedures

Information sources may include:

- colleagues, supervisor, management
- records, reports, case notes
- interviews, meetings
- notices
- procedural manuals
- specialists
- internet
- library
- industry networks
- other organisations
- workshops, conferences, seminars

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- principles and practices of industrial security
- standard operating procedures
- security policies and procedures
- legal and regulatory requirements
- teamwork principles and strategies and relationship-building techniques
- organisational procedures and guidelines appropriate to own role, responsibility and delegation
- reporting procedures and documentation requirements and processes
- available and specific sources of information
- organizational policies and procedures for reporting and recording
- legislative and statutory requirements relevant to reporting
- organizational records system and processes
- basic research methods and information gathering
- report writing methods appropriate to own role and responsibilities
- briefing requirements for legal representatives
- principles and techniques of effective questioning to obtain specific
- informationquality assurance requirements
- interpersonal communication techniques
- dispute resolution procedures
- organisational policies, procedures, goals, objectives and direction
- individual and team roles, responsibilities and accountability
- relevant legislation and regulations
- Occupational Health and Safety requirements
- organisational performance standards, criteria and assessment techniques

Skills
The ability to:

- analyse and assess information
- follow standard operating procedures
- meet organisation standards
- write standard reports
- analyse, record and accurately report information
- apply effective communication and negotiation techniques including active listening and questioning
- effective time management to organise priorities and complete activities
- solve problems
- estimate and calculate resource and equipment requirements
- collate and organise evidence
- communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- comply with legislative and regulatory requirements
- communicate, interact and provide constructive feedback to individual and team members
- apply effective interpersonal communication techniques including active listening
- prioritise work tasks to meet designated schedules
- accurately create and maintain records and documentation

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of the principles and practice of security operations, standard operating procedures and reports and documentation preparation
- present researched information both orally and in writing in the work environment
- accurately comply with operating procedures and guidelines for reporting processes within the organisation
- accurately identify procedures relevant to a complete range of reporting requirements appropriate for own role and responsibilities
- accurately interpret and verify report requirements
- identify, interpret and comply with legal and procedural requirements
- ability to receive and relay verbal and non-verbal information in a concise and accurate manner
- compliance with organisational standards, policies, procedures and guidelines
- work in accordance to health and safety requirements, quality assurance standards and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0293A: **Determine response to security risk situation**

Competency Descriptor:

> This unit deals with the skills and knowledge required to determine an appropriate response to a security risk situation. It requires the ability to analyse the nature and degree of risk and determine response options according to changing circumstances.

Competency Field: Security Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Receive notification of security breaches	1.1	Information about incidents is collected from a range of different sources to allow reliable assessment of risk.
		1.2	Environmental factors are continually reviewed and monitored to identify distinctive features and any change in characteristics that might indicate suspicious behaviour.
		1.3	Communication is maintained with appropriate person(s) to receive and provide accurate and relevant information in accordance with organizational requirements.
2.	Assess security risk situation	2.1	Interpersonal techniques that are sensitive to social and cultural differences are used to maintain positive interaction and minimise aggressive behaviour.
		2.2	Range of resources and equipment are assessed for availability and suitability against risk in accordance with organisational requirements.
		2.3	Systematic personal safety checks are regularly made in accordance with organisational and OHS requirements.
		2.4	Situations requiring advice or assistance are readily identified and support and guidance promptly requested.
3.	Determine response options	3.1	Clarification of instructions or further information is sought as required from appropriate person(s) in accordance with organisational policy and procedures.
		3.2	The need to take action to reduce the degree of risk is determined according to personal limitations and organisational requirements.

3.3   Possible responses are determined in accordance with use of force guidelines, organisational and legislative requirements.

3.4   Possible responses are evaluated to maximise the safety and protection of people and minimise the degree of risk while meeting organisational and legislative requirements.

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Incidents may include but are not limited to:

- conflicts between members of public
- riots, demonstrations
- destruction of property
- ejection of persons
- security breaches
- greater concentration of crowds
- persons suffering from emotional distress
- persons under the influence of alcohol or drugs
- persons under the influence of prohibited substances
- situations affecting the security of self, others or property
- theft, fire
- violence and physical threat
- access to weapons

Risk assessment may include analysis of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team backup
- communication channels
- range of response options available
- potential and triggers for escalation or defusing

Environmental factors may include:

- time of day
- different degrees of light including low light/darkness
- weather
- crowds
- vehicles
- availability of exits and opportunities for escape
- presence of several sources of threat
- access to assistance and resources

Communication modes may include:

- verbal
- written
- electronic
- hand signals
- use of appropriate call codes/call signs
- alarms

Interpersonal techniques may include:

- effective verbal and non-verbal communication
- two-way interaction
- constructive feedback
- active listening to clarify and confirm understanding
- active silence
- reflection and summarising
- use of positive, confident and co-operative language
- control of tone of voice and body language
- culturally aware/sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate

Organisational policies and procedures may include:

- legal and regulatory requirements
- personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- industrial relations policies
- policies and procedures relating to own role, accountability, responsibility and delegation
- continuous improvement in processes and maintenance of established quality standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programmes
- emergency and evacuation procedures
- client service standards
- rules of engagement
- human rights requirements
- duty of care, code of conduct, code of ethics
- privacy and confidentiality policies and legalisations
- records and information systems and processes
- communication channels and reporting procedures

Appropriate persons may include:

- supervisors
- colleagues
- support services/agencies (eg emergency services)
- members of the public

Social and cultural differences may include:

- language, verbal or non-verbal
- beliefs and values
- religious/spiritual observances
- relationships/family structures
- social conventions
- codes of conduct

Responses may include but are not limited to:

- separation/isolation
- use of specialists/experts
- intervention
- tactical withdrawal
- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques
- use of baton
- use of handcuffs
- use of firearm

Personal limitations may include:

- own role and responsibilities
- legal limitations
- self assessment on competence level
- complying with Occupational Health and Safety requirements
- provision of back-up support
- access to personal protective equipment
- access to specific security equipment

Resources and equipment may include but is not limited to:

- communication equipment (two-way radio, pager, telephone, mobile telephone)
- security equipment (batons, handcuffs, firearms, spray)
- personal protective equipment (body armour)
- fire fighting equipment
- access to emergency services and/or specialists

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- principles and practices of industrial security
- standard operating procedures
- security policies and procedures
- legal and regulatory requirements
- teamwork principles and strategies and relationship-building techniques
- organisational procedures and guidelines appropriate to own role, responsibility and delegation
- reporting procedures and documentation requirements and processes
- organisational policies and procedures related to the analysis of security risk and selection of response(s)
- surveillance and observation techniques
- approved communication terminology and call signs
- communication codes and signals
- effects of intoxicating substances and factors which influence them
- first aid procedures and their application
- methods of restraint and associated effects (eg restraint related injury/death)
- principles of effective communication including interpersonal techniques
- correct use and fitting of protective equipment
- structure and responsibilities of the emergency services
- emergency and evacuation procedures and instructions
- group dynamics
- basic planning and management principles
- quality assurance requirements
- interpersonal communication techniques
- dispute resolution procedures
- organisational policies, procedures, goals, objectives and direction
- individual and team roles, responsibilities and accountability
- relevant legislation and regulations
- Occupational Health and Safety requirements
- organisational performance standards, criteria and assessment techniques

Skills
The ability to:

- analyse and assess information
- follow standard operating procedures
- maintain security of individuals and assets
- coordinate security resources
- communicate, interact and provide constructive feedback to individual and team members
- handle security incidents
- apply effective interpersonal communication techniques including active listening
- apply conflict resolution and negotiation techniques
- prioritise work tasks to meet designated schedules
- accurately create and maintain records and documentation
- effectively operate security and communications equipment
- present a professional image to members of the public and colleagues
- minimise threat to self and to others by use of appropriate force options
- apply basic problem solving strategies
- facilitate commonsense solutions within operating parameters
- communicate/negotiate using clear and concise language
- observe and accurately record and report information
- interpret and follow instructions
- interpret and comply with legislative requirements
- work effectively as part of a team
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- calculate and estimate assistance requirements

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of the principles and practice of security operations, standard operating procedures and methods of handling security breaches
- accurately interpret and comply with legal and procedural requirements
- identify current and potential risk factors and their impact on the incident/situation
- select response options within specified legal and strategic limits
- select response options which are most effective for the objective
- provides warnings and clear directions to person(s)
- communication techniques are used to reduce the level of risk or conflict
- response strategies are reviewed and adjustments made according to changing circumstances
- take appropriate actions to ensure safety and security of individuals and property
- clearly define and communicate roles and responsibilities, assignment instructions and actions
- negotiate and take appropriate actions to handle breaches and ensure compliance
- compliance with organisational policies, procedures and guidelines
- work in accordance to health and safety requirements, quality assurance standards and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0303A: Coordinate evacuation of premises

Competency Descriptor:

This unit covers the competency to coordinate a response to incidents which potentially threatening to life, property or the environment and requires evacuation of premises.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Receive incident response request	1.1	Requests for response are received and dealt with in accordance with organisational policy and guidelines.
	1.2	Relevant incident information is obtained and assessed to enable personnel to make appropriate preparations.
	1.3	An appropriate response is determined according to the type of incident and information available in accordance with organisational policies and procedures.
	1.4	The location of the incident and the most appropriate route to the incident are determined.
2. Assess the need for evacuation	2.1	An initial assessment of the incident is carried out promptly.
	2.2	Need for evacuation are determined based on assessment of the potential hazards to health and safety of individuals.
	2.3	Strategies and tactics are determined and tasks allocated to appropriate personnel.
	2.4	Established evacuation policies and procedures are communicated to team and other individuals.
	2.5	Hazards or potential hazards are assessed and minimised or controlled.
	2.6	Assigned resources to deal with the incident are established at the earliest opportunity.

		2.7	The need for additional resources is identified and resources requested in accordance with organisational policy and procedures.
		2.8	Hazards are monitored during the incidents and changes in the situation acted upon.
3.	Coordinate conduct of evacuation	3.1	Evacuation need is identified and emergency services are notified in accordance with organisational policy and procedures.
		3.2	Safety hazards are identified and appropriate risk control measures implemented in accordance with OHS and organisational requirements.
		3.3	An evacuation of premises is conducted in accordance with organisational evacuation plan and/or assignment instructions.
		3.4	Special arrangements are made for the safe evacuation of mobility impaired people.
		3.5	Process for accounting for evacuated personnel in an emergency is provided.
		3.6	Health and safety of all individuals are maintained and evacuees are placed in a safe area.
		3.7	Leadership and supervision are provided to ensure that performance and practice are to operational standards.
4.	Review operation	4.1	Evacuation operation is reviewed and performance of team is assessed.
		4.2	Results of review are discussed with relevant parties in accordance with organisational policies and procedures.
		4.3	Relevant reports and documentation are accurately completed and processed in accordance with legislative and organisational requirements.

RANGE STATEMENTS

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Reason for evacuation may include:

- fire (electrical, gaseous substances, flammable liquids and fats, combustible materials)
- bomb
- poisonous gases
- highly flammable material
- explosive device

Appropriate persons may include:

- building manager
- supervisors, managers
- colleagues
- emergency services
- clients

Hazardous conditions may include:

- adverse weather and fire behaviour
- smoke
- chemical fumes
- fire
- explosions
- after-dark operations
- difficult terrain
- dangerous goods and substances
- time pressure
- level of visibility
- structural collapse

Incident assessment may include:

- type and size of incident
- risk to life
- property and environment
- hazards/no go areas
- climatic and weather conditions
- capability of assigned personnel
- adequacy of allocated equipment
- information gathered from existing plans/ databases
- forecasts and meteorological profiles
- crowds gathering
- installed fire protection
- type of building
- building construction
- persons trapped
- exposures
- access

Incidents may involve:

- life threatening situations
- protection of property and the environment
- armed offenders
- explosive devices

Resources may include:

- personnel trained for the task
- specialised personnel
- protective clothing
- equipment
- materials
- navigation aids
- maps
- aide memoirs
- pumps
- appliances
- specialist appliances

Communications may include:

- ground to air
- hand signals
- distress signal units
- whistles
- verbal and written instructions
- radio
- telephone
- mobile phone

Organisational policies and procedures may include:

- legal and regulatory requirements
- personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- industrial relations policies
- policies and procedures relating to own role, accountability, responsibility and delegation
- continuous improvement in processes and maintenance of established quality standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programmes
- emergency and evacuation procedures
- client service standards
- rules of engagement
- human rights requirements
- duty of care, code of conduct, code of ethics
- privacy and confidentiality policies and legalisations
- records and information systems and processes
- communication channels and reporting procedures

Incident plan may include:

- incident objectives or goals
- roles and responsibilities of personnel
- resource requirements and limitations
- communication procedures
- strategies and tactics to be employed
- contingency arrangements
- planning checklists
- flight plans
- emergency landing areas for aircraft

Communications equipment may include:

- radio (e.g. VHF aeronautical)
- telephone
- computer
- facsimile
- pager
- mobile data terminal
- audible alarms/whistles

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- potential safety hazards and risks
- premises layout and access points
- location of emergency and security systems
- bomb threat procedures
- principles of effective communication
- organisational policies and procedures relating to operations
- hazards/ potential hazards and their effects
- current practices to perform conduct briefings and debriefings dispute resolution procedures
- organisational policies, procedures, goals, objectives and direction
- individual and team roles, responsibilities and accountability
- relevant legislation and regulations
- Occupational Health and Safety requirements
- organisational performance standards, criteria and assessment techniques

Skill
The ability to:

- use communication equipment
- respond promptly to an incident
- assess risks and apply safe work practices
- communicate effectively
- analyse an incident
- conduct an incident assessment
- deploy personnel and equipment to deal with the incident
- make decisions
- determine evacuation need
- coordinate evacuation
- review and assess procedures

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of the principles and practice of security operations, standard operating procedures and evacuation procedures
- prompt response to incident and organization of resources to handle incidents
- assessment of situation to determine need for evacuation
- recognize and respond promptly to need for evacuation
- coordinate response, alert others and escalate to authorized persons where required
- coordinate the evacuation of all individuals and accounts for everyone
- review operations and assess team performance
- take appropriate actions to ensure safety and security of individuals and property
- demonstrate understanding of roles and responsibilities, assignment instructions and authorised actions
- complete briefing, recording of information and all documentation correctly
- compliance with organisational standards, policies, procedures and guidelines
- work in accordance to health and safety requirements, quality assurance standards and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0313A: Maintain security of environment

Competency Descriptor: This unit deals with the skills and knowledge required to
undertake patrols and to respond to situations to enforce security
requirements and/or maintain security of assigned location.

Competency Field: Security Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Undertake patrols	1.1	A positive visual and professional presence is maintained while patrolling in accordance with organisational policies
	1.2	Emergent situations are correctly analysed and appropriate actions taken, including requests for further assistance.
	1.3	Effective communication is maintained with other relevant officers, other related agencies and the public where appropriate
	1.4	Patrolling is undertaken in accordance with an informed interpretation of organisational requirements, principles of non-discrimination and supervisor's instructions and in a manner that optimises achievement of the patrol's goals.
	1.5	Information gathered and analysed while on patrol is shared with other officers.
2. Analyse, maintain and utilise knowledge of patrol area	2.1	Features particular to a patrol area are analysed, noted and disseminated.
	2.2	Communication paths are established and fostered within the patrol's members.
	2.3	Security issues concerning a patrol area are identified in the media, through internal intelligence and bulletins/notices.
	2.4	Patrol area information and issues are analysed and used to select appropriate policing strategies.

3.	Utilise and maintain currency of internal intelligence	3.1	Internal/external sources of information are accessed and used to maintain knowledge of criminal, social and economic issues of the operational environment.
		3.2	Communication, regarding latest patrol area issues, is maintained with other patrol members and sections in accordance with an informed interpretation of organisational 'information security' procedures.
		3.4	Select actions based on an analysis of the latest patrol intelligence and are in accordance with an informed interpretation of organisational procedures.
4.	Analyse and respond to incidents/tasks or request for assistance	4.1	Work instructions are received, acknowledged and actioned within an informed interpretation of operational procedures.
		4.2	Incident attendance and method of approach are timely, situationally and culturally appropriate, well planned and consistent with an informed interpretation of organisational policy.
		4.3	All actions taken in response to incident/tasking are in accordance with an informed interpretation of jurisdictional law, organisational policy and procedures.
		4.4	Requests for assistance from community members are dealt with in an effective, timely and professional manner.
		4.5	Follow-up action is taken as appropriate with efficient management of issues, selection of appropriate equipment, services and techniques for self and others.
		4.6	Communication is maintained with relevant personnel throughout the incident.
5.	Analyse situations and implement strategies to resolve issues	5.1	Problems and barriers to resolution are readily identified, critically evaluated and a range of response options developed and planned
		5.2	The most situationally appropriate and timely response is selected and safely implemented in accordance with an informed interpretation of organisational procedures
		5.3	All actions are undertaken within an informed interpretation of organisation guidelines for professional behaviour
		5.4	Outcomes are assessed and evaluated for potential future use.

6.	Critically analyse behaviour in order to select and implement appropriate reaction/response strategies	6.1	Situational behaviour of persons is accurately assessed with due regard to cultural diversity.
		6.2	Response strategies planned and adopted are professionally responsible, flexible and in accordance with an informed interpretation of jurisdictional law, organisational policy and procedures.
		6.3	Potential causes of conflict and harmful behaviour are anticipated and responses to prevent escalation are selected and implemented.
		6.4	Relevant operational safety practices are identified and implemented where necessary.
		6.5	Personnel required to facilitate resolution are accessed, briefed and supported.
7.	Provide "first response" control/ command or coordination at incidents	7.1	Level of 'first response' control/command for each situation/incident is accurately assessed and responses planned that comply with an informed interpretation of organisation's operational policy.
		7.2	First response control/command/coordination of the police response to an incident/situation is carried out in accordance with an informed interpretation of organisational policy and procedures.
		7.3	Appropriate communication is maintained with supervising officer.
		7.4	'First response' control/command/ coordination duties are transferred to the appropriate person and that person accurately briefed regarding the situation/incident.

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to employing policing methods.

Information/intelligence collected while patrolling may include:

- previous unresolved crime/s and/or the whereabouts of criminals
- suspicious persons
- groups
- vehicles
- activities
- social/cultural/physical changes within a patrol area forthcoming community actions/activities that could be of promotional assistance to policing

Communication may include:

- information which contributes to the safety of officers and the public
- scenario information shared between officers present at a specific scene/incident
- lawful directions given are clearly understood by the recipient
- information relating to the organization's established 'code of ethics' for dealing with fellow officers and members of the public

Follow-up action may include:

- interviews
- provision of further information
- preparation of regulatory / infringement notices / court documents / briefs
- attendance in court
- provision of advice / intelligence to other police officers, etc
- analysis of information/intelligence gathered

Patrol areas may include:

- shopping centres
- car parks
- business, residential and industrial areas
- entertainment/club/hotel areas
- sporting grounds and other open areas

Taskings should cover the complete range of administrative and patrol activities and may include:

- planning and management of investigations
- general foot and mobile patrols
- station duties
- desk inquiries
- court duties
- crowd control at public venues such as sporting events
- rallies
- major incidents
- concerts and festivals
- processions
- attendance at emergency incidents such as traffic accidents
- brawls
- riots
- emergency calls
- domestic disputes

Relevant personnel may include:

- partners/colleagues
- supervisors present/not present at the incident site
- other emergency service workers
- medical/hospital staff
- government/non-government agencies
- business proprietors
- suspect/victim's family members

UNDERPINNING KNOWLEDGE AND SKILLS

Knowledge
Knowledge of:

- jurisdictional laws, by-law and regulations relating to offences against persons and property
- organizational policy and procedures covering reactive operational safety issues / practices
- jurisdictional laws, policy and procedures covering discrimination and disability
- human behaviour (individual and group) and the impacts of age, gender, ethnicity, social background and recreational practices such as drugs, alcohol
- potential risks associated with operational policing
- strategies to optimise safety under a range of operational scenarios
- reporting requirements in relation to operational safety matters
- general 'duty of care' responsibilities
- the 'use of force' and its legal parameters

Skills
The ability to:

- provide counselling
- resolve conflicts
- conduct mediation
- perform incident de-escalation
- acting autonomously
- identify situational behaviour and problems
- analyse and plan appropriate action
- minimise workplace risks to self, colleagues and the public
- communicate effectively using appropriate instructions / directives to suspects / victims and other members of the public
- apply the 'use of force' (restraining and self-defence tactics) including the use of lethal force
- command, control and coordinate initial emergency responses at an incident scene

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to employ policing methods in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- planning and conducting patrols
- communicating effectively with all parties
- dealing with incidents in accordance with the laws and organizational policies
- ensure personal and public safety
- completing all tasks to quality requirements
- operate in accordance with standard operating procedures, organization's policies and procedures
- compliance with all relevant legal and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.

SSIGGS0323A: Monitor and control work activities

Competency Descriptor:

> This unit deals with the skills and knowledge required to monitor and control work activities.

Competency Field: Security Services supervision

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Monitor and improve workplace operations	1.1	Efficiency and service levels are monitored on an ongoing basis.
	1.2	Operations in the workplace support overall enterprise goals and quality assurance initiatives.
	1.3	Quality problems and issues are promptly identified and adjustments are made accordingly.
	1.4	Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness.
	1.5	Colleagues are consulted about ways to improve efficiency and service levels.
2. Plan and organise workflow	2.1	Current workload of colleagues is accurately assessed.
	2.2	Work is scheduled in a manner that enhances efficiency and customer service quality.
	2.3	Work is delegated to appropriate people in accordance with principles of delegation.
	2.4	Workflow is assessed against agreed objectives and timelines.
	2.5	Colleagues are assisted in prioritisation of workload.
	2.6	Input is provided to appropriate management regarding staffing needs

3.	Maintain workplace records	3.1	Workplace records are accurately completed and submitted within required timeframes.
		3.2	Where appropriate completion of records is delegated and monitored prior to submission
4.	Solve problems and make decisions	4.1	Workplace problems are promptly identified and considered from an operational and customer service perspective.
		4.2	Short-term action is initiated to resolve the immediate problem where appropriate.
		4.3	Problems are analysed for any long-term impact and potential solutions are assessed and actioned in consultation with relevant colleagues.
		4.4	Where a team member raises problem, the team is encouraged to participate in solving the problem.
		4.5	Follow up action is taken to monitor the effectiveness of solutions in the workplace

RANGE STATEMENT

This unit applies to activities associated with the essential operations linked to monitoring and controlling work activities.

Coordination issues may include:

- team briefing
- public notification
- notice of intended work
- safety coordination
- fuel and rest stops
- accommodation
- liaison with other divisions/clients
- preparing work plan

Work activities may include:

- one or a mixture of on-going, work-based, project-based, task specific, or cross-functional arrangements
- full time employees, contractors, part time employees

Communication may include:

- previous reporting
- written and/or verbal instructions and operating procedures
- electronic mail, telephones
- pagers
- facsimiles
- two-way radios

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business
- operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Organisational policies and procedures may include:

- goals, objectives, plans, systems and processes
- business and performance plans
- access and equity principles and practice
- ethical standards
- quality and continuous improvement processes and standards
- defined resource parameters

Problems may include but are not limited to:

- difficult customer service situations
- equipment breakdown/technical failure
- delays and time difficulties

UNDERPINNING KNOWLEDGE AND SKILLS

<u>Knowledge</u>
Knowledge of:

- the roles and responsibilities of those involved in monitoring work operations
- organisational skills and teamwork
- overview of leadership and management responsibilities
- principles of work planning
- typical work organisation methods appropriate to the industry sector
- quality assurance principles
- time management
- principles of delegation
- problem solving and decision making processes
- team goals
- Occupational health and safety regulations
- relevant statutory requirements
- functions required within the team
- skills available and possessed by team members
- group dynamics
- planning and management
- quality assurance requirements
- interpersonal communication techniques
- teamwork methodology and structures
- dispute resolution procedures
- meeting procedures
- communication procedures
- organisational goals and strategic plans
- coordination of activities and resources
- budgeting
- contingency planning

<u>Skills</u>
The ability to:

- monitor efficiency and service levels
- identify and adjust quality problems and issues
- schedule work
- plan and organise workflow
- delegate work
- assess workflow
- maintain workplace records
- solve problems and make decisions

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to monitor and control work activities in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge quality assurance, principles of workflow planning, delegation and problem solving
- ability to effectively monitor and respond to a range of common operational and service issues in the workplace
- understanding of the role of staff involved in workplace monitoring
- prepare work plan to achieve objectives
- coordinate resources and assign tasks
- communicate effectively with team member, other entities and the public
- implement and monitor health and safety procedures
- monitor work for compliance with quality assurance requirements
- prepare for contingencies, solve problems and make decisions
- compliance with organizational policies, procedures and guidelines
- work in accordance to health and safety requirements, quality assurance standards and legislative requirements

(2)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- evaluation of previous work
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(3)   Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.