



Security & Service Training ~ First Aid Training

T.O.I.D: 22274

Recognition of Prior Learning Kit for

**CPP20212 Certificate II in Security Operations
(CROWD CONTROL / UNARMED GUARD)**

Name of Applicant	
Postal Address	
Telephone (Bus)	
Telephone (AH)	
Contact Email	
Date of Application	
Student ID #	

DECLARATION

- * I declare that all and any information provided is true, accurate and complete to the best of my knowledge.
- * I give Technical Advanced Training permission to make such enquiries as necessary in order to verify any and all information I have provided as part of this application and in any supporting documentation.
- * I understand that any false or misleading statements and/or information may result in my application being rejected and the forfeiting of all fees paid.
- * I have included with my application all the necessary items listed in the Portfolio of Evidence.

Applicant's Signature

Date

HOW TO USE THIS RPL ASSESSMENT KIT

This RPL Assessment Kit is divided into sections to allow you to easily access only those sections you require at any given time. These sections are:

SECTION A – Candidate RPL Information

You need to read this information before collecting evidence to support your application for RPL. It outlines the intent and processes surrounding this RPL assessment and how it differs from assessment undertaken following formal training.

SECTION B – Candidate Application Forms

You need complete all pages within this section where you list your personal details, employment history and any relevant documentation such as certificates, qualifications, and work samples which support your application for RPL.

From the information provided by yourself on these forms, your RPL assessor will be able to gain a general understanding of the skills and experience you may have, as well as potential referee contacts.

SECTION C – Third Party Reports

You give this section to your employment referees to confirm your skills and experience in this qualification/occupation. The referees may fill out the appropriate form and return to you to confirm your judgement. You may be able to complete this part of evidence gathering in person while at the workplace.

SECTION A

RPL Information

It is VITAL you read this information prior to commencing your RPL assessment. It provides generic information on assessment, as well as an overview of this streamlined RPL assessment process.

COMPETENCIES IN THIS RPL ASSESSMENT TOOL

CPP20212 Certificate II in Security Operations

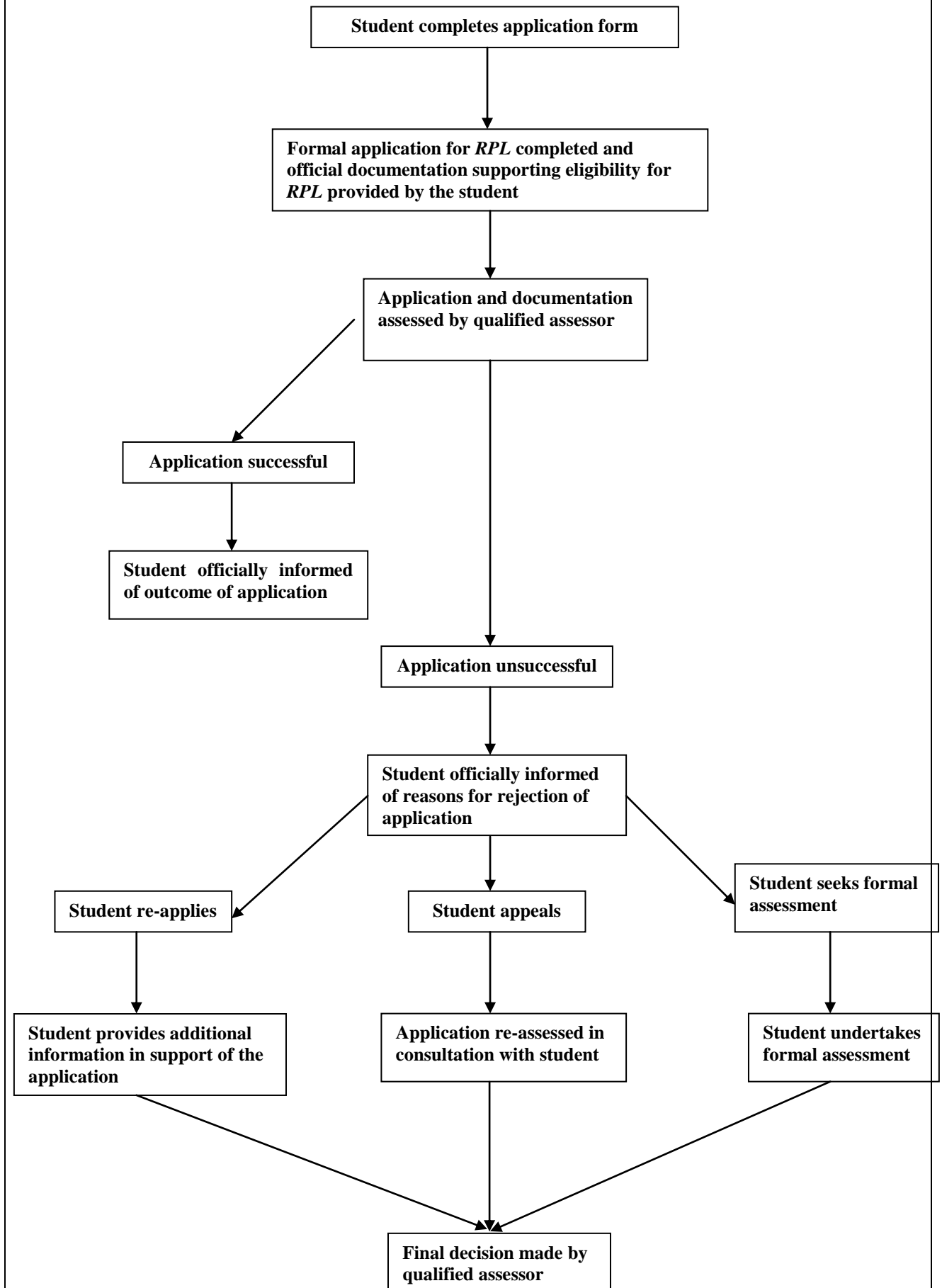
CORE UNITS

Unit Code	Unit Title
CPPSEC2001A	Communicate effectively in the security industry
CPPSEC2002A	Follow workplace safety procedures in the security industry
CPPSEC2003B	Work effectively in the security industry
CPPSEC2004B	Respond to security risk situation
CPPSEC2005A	Work as part of a security team
CPPSEC2006B	Provide security services to clients
HLTFA311A	Apply first aid

ELECTIVE UNITS

Unit Code	Unit Title
CPPSEC1003A	Apply security procedures for the responsible service of alcohol
CPPSEC2010A	Protect safety of persons
CPPSEC2011B	Control access to and exit from premises
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC2014A	Operate basic security equipment
CPPSEC2015A	Patrol premises
CPPSEC2017A	Protect self and others using basic defensive techniques
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3005A	Prepare & present security documentation and reports
CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3017A	Plan and conduct evacuation of premises
TLIE2007A	Use communication systems

Recognition of Prior Learning Policy Flowchart



SHOULD YOU CONSIDER CREDIT TRANSFER (CT)?

Credit Transfer is the process whereby accredited qualifications and units of competency which have previously been obtained by a student or candidate for RPL can be mapped across to current qualifications, allowing for recognition within current units of competency and entire qualifications.

This Training Organisation undertakes to recognise qualifications issues by other Australian Registered Training Organisations who have authority to issue qualifications. Credit transfer will be granted upon receipt of sufficient evidence to support the application.

As per the AQF Handbook under the section **Issuing a Qualification**, This training organisation will only recognise previous qualifications if they meet the following requirements:

- It is recognised within the current Training Package that the units previously completed are identified as equivalent to those being delivered within the current course where recognition is being sought.

For a qualification or individual units of competency to be recognised by this training organisation for the purposes of credit transfer it must be formatted according to the requirements of **vocational education and training qualifications** issued under the AQF Framework, and must contain the following elements:

- Name, code and logo of issuing body
- Name of person receiving the qualification
- Nomenclature as in the Framework, e.g. Certificate I, Diploma
- Date issued
- Authorised signatory

If you believe that any previous training that you have completed makes you eligible for Credit Transfer ensure that copies of relevant certificates and qualifications are submitted with your RPL booklet. Your assessor will then determine if Credit Transfer can be granted based upon the documents that you supply.

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?

RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.

RPL recognises any prior knowledge and experience and measures it against the qualification in which candidates are enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

The AQTF Users' Guide defines RPL as "an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification".

Why you should apply for RPL

If you apply for RPL and your application is successful you could:

- reduce or eliminate the need for any training in skills and knowledge you already have
- save time by not needing to attend any or a reduced number of classes and completing unnecessary work
- save money because you will not have to buy textbooks and other learning material
- complete your qualification in a shorter time
- advance to a higher level qualification in a shorter time if desired.

RPL assessment enables individuals to forego training and move directly to having their competencies assessed, thus avoiding the need for unnecessary training that brings with it additional costs, including time and effort. Although it is not necessarily a quick or simple process, RPL aims to provide candidates who do not require formal learning with a flexible and faster way to have their skills and knowledge assessed against the competencies stipulated in Training Packages and vocationally accredited courses. Mature age jobseekers or existing workers with accumulated life and work experiences are seen as primary candidates for RPL.

According to the AQF National Principles and Operational Guidelines, RPL can be used in two ways:

- As an alternative mechanism for gaining access to a course or qualification. A candidate may gain entry to a course or qualification using RPL as an alternative to possessing the prerequisites for entry based on formal education and training. An example of this is a candidate who obtains a place in a diploma course using RPL (based on life or work experience) when they have not completed the relevant prerequisites; and/or
- For the award of unit/s of competency that form part of a qualification, leading to the partial or full completion of the requirements for that course or qualification.

The AQTF and the AQF National Principles and Operational Guidelines for RPL set out the broad parameters within which RPL should be implemented, to ensure that the quality of RPL assessment matches the quality of other assessment procedures. RPL may use different assessment methods, but they should be no less and no more rigorous than conventional methods of assessing competence in the VET sector.

This guide has been developed in line with the general principles for RPL outlined below

- Information about RPL should be actively promoted, and accessible to a diverse audience of candidates
- RPL should recognise learning acquired in any context
- RPL assessment should be conducted according to the principles of assessment and in conformity with the rules of evidence
- There is no one RPL model that is suitable for all qualifications and all situations
- RPL processes should be timely, fair and transparent
- RPL assessment processes should be quality assured to the same level as training based assessment
- RPL policies, procedures and processes should be explicitly included in quality assurance procedures within institutions
- RPL decisions should be accountable, transparent, and subject to appeal and review
- RPL assessment should be structured to minimise cost to the individual
- Institutions and providers should develop advice and information about RPL for employers of Candidates/potential candidates to promote RPL among employers
- Institutions and providers should include RPL in access strategies for disadvantaged groups
- Funding models should not impede the implementation of RPL.

WHAT DOES IT MEAN TO BE A SECURITY OFFICER OR RECOGNISED IN CPP20212 CERTIFICATE II IN SECURITY OPERATIONS

The security industry is a major contributor to the service industry in Victoria and creates economic and employment opportunities throughout Australia and provides a wide range of challenging and worthwhile career opportunities.

Security provides a range of valuable services to a wide range of industries, i.e. Tourism and Hospitality, Retail, Finance & Commerce, Mining, Manufacturing, etc. Within these industries there is a wide range of needs where employees can develop careers, such as:

- Corporate Concierge
- Court Security
- Retail & Loss Prevention
- Control Room & Monitoring Room
- Armed Guard & Cash in Transit
- Guardhouse & Gatehouse
- Mobile Patrols
- Licensed Premises & Gaming Rooms
- Sign In/Out Employees & Customers
- Working closely with Emergency Services
- Checking Receiving of Goods
- Check the Dispatching of goods
- IT Reports
- Corporate
- Retail
- Monitoring CCTV System
- Monitoring Alarm Systems
- Monitoring Mobile Patrol Guards
- Monitoring Response Vehicles
- Checking Inventory

Security is an industry that requires good people skills and a sound knowledge of the regulations. There is a high level of face-to-face contact with the general public, clients and staff. People who want to succeed in the industry within security operational roles should have the following:

- Good communication
- A strong customer focus
- Analytical skills
- Organisations skills
- Ability to work in a team
- Ability to work well under pressure
- Good technical skills and knowledge

Security is a fast growing industry that is gaining importance and recognition across many allied industries and the general public. The demand for security services and security risk managers will continue to increase with ongoing concerns of property loss, personnel safety and violence across many industries. The Certificate II in Security Operations qualification is recognised by the industry as the minimum qualification.

The Certificate II in Security Operations requires 19 units for completion, 7 core units and 12 elective units. Electives cover a range of roles that security officers can potentially be involved in across a wide range of jobs.

If you are already doing these job roles as noted above, consider getting your skills recognised!

TIPS AND HINTS TO HELP YOU PREPARE FOR RECOGNITION

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any Security Industry company or security services provider you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goals to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skills level.
5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with your training organisation about other ways you can demonstrate your skills in the Security industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents you have developed.

Confidentiality issues

It is important that sensitive information is not included as part of your Supporting Documentation. You may need authorisation from your supervisor or manager to use some of your evidence, so it is always best to check the privacy and confidentiality policies of the organisation. Client names should be deleted and financial figures or other personal details should be blacked out and made unidentifiable.

STEPS IN THE RPL PROCESS

Step 1 – Provide information of your skills and experience

Complete the attached forms and provide as much information of your previous experience in the Security industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- Any licences
- Brief CV or work history
- Certificates/results of assessment –local, interstate or overseas
- Certificates/results of assessment – registered training organizations, universities, Vendor training courses, in house courses, workshops, seminars, symposiums
- Results/statement of attendance/certificates – club courses, e.g. first aid, officials, refereeing, coaching, surf lifesaving, white card, etc.
- Diaries/task sheets/job sheets/log books
- Site training records and competencies
- Membership of relevant professional associations
- Hobbies/interests/special skills outside work
- References/letters from previous employers/supervisors
- Industry awards
- Any other documentation that may demonstrate industry experience

Depending on the company you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer Security industry related questions to identify your current skills.

Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

In Summary How to apply for RPL

- Step 1 Obtain an *RPL Application Form*
- Step 2 Discuss your *RPL Application* with a course co-ordinator
- Step 3 Submit your completed *RPL Application*
- Step 4 Ready to be interviewed and assessed in relation to the units covered in Certificate II in Security Operations.

What are the possible outcomes of an RPL Application

- Application successful and credits/exemptions granted, current competencies recognised
- Application suspended pending student providing further information/evidence
- Application suspended pending student undertaking formal assessment for credits, exemptions, current competencies applied for by the student
- Application rejected. The student may appeal and the application may be re-assessed. If required, a final decision will be made by the Course Co-ordinator

Costs for RPL Assessment

Refer to fee schedule on application form or in the course information brochure.

Rules of Evidence

Judgements of competence shall be based on the following rules of evidence:

- (i) There is sufficient evidence to reach a decision on competency
- (ii) The evidence is authentic in that it is a measure of the applicant's own performance
- (iii) The competence is current in that the individual is competent at the time of assessment
- (iv) The evidence is valid in that it serves to demonstrate competence against the particular Standard(s) used in the assessment

Portfolio of Evidence

All applicant's shall present a portfolio of evidence which must include:

Checklist

- MANDATORY - Completed Recognition of Prior Learning Kit**
- MANDATORY – Enrolment Application Form**
- MANDATORY - Certified copies of all relevant qualifications in the Security Industry**
- If relevant, certified copies of relevant academic transcripts
(e.g. May be required to demonstrate relevance of qualification to competencies)
- If relevant, certified copies of accreditation documentation from registration authorities
(e.g. States Private Agents Registry or Licensing Service Division Unit)
- If relevant, certified copies of documentation relating to relevant professional development
- If relevant, certified copies of relevant references or duty statements
- If relevant, contact details for referees (Resume – Curriculum Vitae)

VERY IMPORTANT!

All documentation to be forwarded to:

**Technical Advanced Training
Suite 15, 11 – 17 Pearcedale Parade
BROADMEADOWS VIC 3047**

- * APPLICANT SHOULD KEEP A FULL COPY OF APPLICATION**
- * ALL DOCUMENTATION WILL NEED TO BE KEPT ON FILE BY TECHNICAL ADVANCED TRAINING**
- * ENQUIRIES AND QUESTIONS SHOULD BE DIRECTED TO THE COURSE CO-ORDINATOR:**

**TELEPHONE: (03) 9309 0059
EMAIL: info@advancetraining.com.au**



NEED HELP?



Technical Advanced Training
Security & Service Training ~ First Aid Training

SECTION B

Candidate Application Forms

Once you have read the information in the previous section you must complete all of the forms on the following pages. Ensure that all information is completed in full.

RPL APPLICATION FORM

If you wish to apply for an RPL please complete the following documentation /forms. Once this is completed you are required to submit this with the associated evidence to This training organisation's Candidate Administration Officer. Your application and evidence will be assessed and you will be notified of all outcomes.

Applicant Details:

1. Occupation you are seeking recognition in		
2 Personal Details		
Surname		
Preferred Title (Mr, Mrs, Ms, Miss)		
First Name/s		
Any other name used		
Home Address		
Postal address if different from above		
Telephone Numbers	Home:	Work:
	Mobile:	Fax:
Date of Birth	/ /	
Gender	MALE <input type="checkbox"/> / FEMALE <input type="checkbox"/>	
Age		
Are you a permanent Resident of Australia	YES <input type="checkbox"/> / NO <input type="checkbox"/>	
Are you of a Aboriginal and /or Torres Strait Islander descent	YES <input type="checkbox"/> / NO <input type="checkbox"/>	
3 Current Employment		
Are you currently employed?	YES <input type="checkbox"/> / NO <input type="checkbox"/>	
If Yes, in which occupation are you currently employed?	
Who is your current employer?	

4. Police/Armed Forces details (If Applicable)	
Branch of Service	
Trade classification on discharge	
5. Further Training	
Have you undertaken any training courses related to the occupation applied for?	YES <input type="checkbox"/> / NO <input type="checkbox"/>
If Yes	
What occupation were you trained in?	
Training completion Date (month, year)	
Country where you trained	
Name of course and institution (if applicable)	
6. Is there any further information you wish to give in support of your application	
7. Professional Referees (relevant to work situation)	
Name
Position
Organisation
Phone Number
Mobile Number
Email Address

Name

.....

Position

.....

Organisation

.....

Phone Number

.....

Mobile Number

.....

Email Address

.....

APPLICANT EMPLOYMENT HISTORY FORM

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part Time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part Time Casual	Description of Major Duties
	From	To			
4.					
5.					
6.					

Declaration

I declare that the information contained in this application is true and correct, an accurate representation of my experience and that all documents are a genuine and accurate copy of the originals.

Candidate Signature: _____ **Date** _____

APPLICATION – Self Assessment Questionnaire
CPP20212 Certificate II in Security Operations

Candidate Name: _____ **Date Completed:** _____

Candidate Signature: _____

Completion instructions

The purpose of completing the Self-Evaluation Form is to enable candidates who believe that they already possess the competencies, to assess their skills and knowledge against the qualification.

Complete the following pages and identify your capacity to perform the tasks described. Be honest in your appraisal. By completing this self-evaluation you will be identifying the areas where you may be able to apply for recognition.

NB: If this self-evaluation is being used as evidence, your supervisor must evaluate your ability to perform the work tasks. Your supervisor is also asked to comment on your ability to perform these work tasks and verify this by signing each section.

If this self-evaluation is being used only so that you and your Assessor can decide if you should proceed, then it doesn't have to be verified.

Identify your level of experience in performing each competency/task by using the following:

- Frequently
- Sometimes
- Never
- Not applicable (if you are not applying for RPL for this unit)

Please identify your level of experience in each competency.

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
CORE UNITS							
CPPSEC2001A	Communicate effectively in the security industry <ul style="list-style-type: none"> • Receive and understand information • Communicate with others • Record security information 						
CPPSEC2002A	Follow workplace safety procedures in the security industry <ul style="list-style-type: none"> • Follow OHS policies and procedures • Deal with emergency situations • Maintain participation in workplace safety 						
CPPSEC2003B	Work effectively in the security industry <ul style="list-style-type: none"> • Identify and comply with legal and procedural requirements • Organise and complete daily work tasks • Identify and access future learning opportunities 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
CPPSEC2004B	Respond to security risk situation <ul style="list-style-type: none"> Identify security risk situations Respond to security risk situation Assist in the review of the response to security risk situation 						
CPPSEC2005A	Work as part of a security team <ul style="list-style-type: none"> Develop effective team relationships Participate in team assignments Contribute to team development 						
CPPSEC2006B	Provide security services to clients <ul style="list-style-type: none"> Establish positive relationship with clients Deliver service to clients Respond to client complaints or special requirements 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
HLTFA311A	Apply first aid <ul style="list-style-type: none"> • Assess the situation • Apply first aid procedures • Communicate details of the incident • Evaluate own performance 						
ELECTIVE UNITS							
CPPSEC1003A	Apply security procedures for the responsible service of alcohol <ul style="list-style-type: none"> • Identify legislative and organisational requirements • Identify potential security risks at licensed venues • Identify reporting processes 						
CPPSEC2010A	Protect safety of persons <ul style="list-style-type: none"> • Prepare for assignment • Escort persons • Identify security risk situation 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
CPPSEC2011B	Control access to and exit from premises <ul style="list-style-type: none"> • Manage people • Inspect baggage and vehicles • Manage vehicular traffic • Manage access control systems 						
CPPSEC2012A	Monitor and control individual and crowd behaviour <ul style="list-style-type: none"> • Prepare for monitoring • Monitor and control individual and crowd behaviour • Identify and respond to security risk situation 						
CPPSEC2014A	Operate basic security equipment <ul style="list-style-type: none"> • Select and prepare security equipment • Operate security equipment • Maintain security equipment 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
CPPSEC2015A	Patrol premises <ul style="list-style-type: none"> • Prepare for patrol • Monitor premises and property • Identify and respond to security risk situation 						
CPPSEC2017A	Protect self and others using basic defensive techniques <ul style="list-style-type: none"> • Identify need to use defensive techniques • Apply basic communication and negotiation techniques • Apply basic defensive techniques 						
CPPSEC3002A	Manage conflict through negotiation <ul style="list-style-type: none"> • Assess conflict • Negotiate resolution • Evaluate conflict response 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
CPPSEC3005A	Prepare and present security documentation and reports <ul style="list-style-type: none"> • Gather information • Check and organise information • Present information 						
CPPSEC3013A	Control persons using empty hand techniques <ul style="list-style-type: none"> • Identify need to use empty hand techniques • Apply defensive techniques • Isolate subject • Evaluate response 						
CPPSEC3017A	Plan and conduct evacuation of premises <ul style="list-style-type: none"> • Contribute to writing of policy and procedures for an evacuation situation • Participate in conducting evacuation drills • Conduct evacuations 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
TLIE2007A	Use communication systems <ul style="list-style-type: none"> • Identify system features • Communicate using communications technology • Maintain communication equipment operational status • Complete documentation 						

DECLARATION TO BE FILLED OUT BY APPLICANT

- * I declare that all and any information provided is true, accurate and complete to the best of my knowledge.
- * I give Technical Advanced Training permission to make such enquiries as necessary in order to verify any and all information I have provided as part of this application and in any supporting documentation.
- * I understand that any false or misleading statements and/or information may result in my application being rejected and the forfeiting of all fees paid.
- * I have included with my application all the necessary items listed in the Portfolio of Evidence.

Applicant's Signature

Date

SECTION C

Third Party Reports

The attached proforma are for you to take to your previous employers or referees to gain confirmation of your skills against the required competencies. You should schedule an appointment with the person to go through this proforma and have it completed.

It may be beneficial to make contact with the employers/referees early in the recognition process to make appointments, particularly if you have to travel some distance to visit them. This may be done on the same day as a practical assessment in the workplace if appropriate.

It is recommended that verification be obtained from an employer who can confirm your industry skills in context over time.

EMPLOYER TESTIMONIAL

(Date)

To whom it may concern,

RE: _____ skills in/as _____
(insert candidate name) *(insert industry/job title)*

I certify that the above named person has:

worked at _____ for a period of ____ years and
____ months

and has regularly undertaken the following activities within the workplace since commencing employment with this organisation:

For each area provide a brief explanation of your observations of the candidate performing these tasks

TECHNICAL ADVANCED TRAINING: R.P.L - EVIDENCE CHEKCLIST SHEET FOR CPP20212

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle related skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use
	Yes	No		
<p>CPPSEC1003A APPLY SECURITY PROCEDURES FOR THE RESPONSIBLE SERVICE OF ALCOHOL</p> <p>Description of Unit This unit of competency specifies the outcomes required to apply appropriate security procedures for the responsible service of alcohol within a licensed environment. It requires the ability to identify and report potential breaches of the basic legal requirements relevant to the service of alcohol, in particular the licensing laws. Competency also requires a knowledge and understanding of the signs and effects of intoxication.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • applicable legislation covering security in a licensed venue including requirements for the responsible service of alcohol, underage drinking and minors, responsibilities of the licensee, and requirements for refusing entry to and removal of persons from premises • the range of potential security risks relating to a licensed venue and requirements for emergency, evacuation and first aid response • signs of undue intoxication and disorderly behaviour, and appropriate responses • procedures for reporting identified security risks and incidents including use of communication equipment and maintaining and incident register. 			<ul style="list-style-type: none"> • explain the basic security legislative requirements which will be applicable to own work environment and role • explain the range of potential security risks relevant to a licensed venue • explain general procedures for controlling entry to a licensed venue • explain the general methods for observing potential risks and indications of adverse behavior • explain the chain of command and communication channels • explain procedures for reporting identified security risks and incidents. • ask effective questions • clarify security procedures • give accurate verbal or written descriptions of risks or incidents • interpret selected pictorial, graphical and written signs and instructions 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC1003A APPLY SECURITY PROCEDURES FOR THE RESPONSIBLE SERVICE OF ALCOHOL”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle related skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use
	Yes	No		
<p>CPPSEC2001A COMMUNICATE EFFECTIVELY IN THE SECURITY INDUSTRY</p> <p>Description of Unit This unit of competency specifies the outcomes required to apply verbal, non-verbal and written communication skills for effective interaction with people in the security industry. It requires the ability to accurately receive and relay information, and to complete routine correspondence and documentation. The unit also requires the ability to adapt interpersonal styles and techniques to varying social and cultural environments.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • using speaking, reading, observation and listening skills to gather verbal and non-verbal information and summarizing understanding with others • communicating in a clear and accurate manner which reflects sensitivity to individual social and cultural differences • using a range of communication channels and equipment to receive, interpret and transmit clear and accurate verbal information in a form which is preferred and understood by the receiver • using a range of communications equipment and technologies to communicate written information in a suitable format, language and structure. 			<ul style="list-style-type: none"> • basic information technology • communicate effectively using language concepts familiar to young people taking into account age, cognitive (intellectual) ability and English language skills • communication skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • complete basic workplace documentation • literacy skills to understand and communicate security information (reading, writing, speaking, numeracy and listening) • numeracy skills to estimate time to complete work tasks • observation • questioning to check understanding • solve routine problems • summarise information received 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2001A COMMUNICATE EFFECTIVELY IN THE SECURITY INDUSTRY”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle related skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use
	Yes	No		
<p>CPPSEC2002A FOLLOW WORKPLACE SAFETY PROCEDURES IN THE SECURITY INDUSTRY</p> <p>Description This unit of competency specifies the outcomes required to follow Occupational Health and Safety (OHS) procedures to ensure own safety and that of others in a security work environment. It requires the ability to identify and control security risks and hazards, apply appropriate responses within scope of own responsibility, and to share OHS information with team members.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • accurately identifying and following organisational OHS procedures relating to identifying, assessing and reporting risks and hazards within limits of own authority • correctly following organisational emergency procedures including notification of relevant persons, request for back-up assistance and accurate reporting of response • contributing to, and encouraging the participation of colleagues, in workplace OHS arrangements to ensure a current knowledge and understanding of OHS issues, practices and compliance requirements • accurately recording and reporting OHS risks and hazards using standard proformas or documentation. 			<ul style="list-style-type: none"> • ability to communicate and discuss OHS concerns and information • ability to identify common risks and hazards in a security work environment • ability to question to check information, seek feedback and identify areas for improvement in OHS practices • ability to read and understand common OHS signs and symbols • ability to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • ability to solve routine problems • accurately receive and follow instructions and procedures • accurately record and report details of hazards, risks and incidents • basic risk assessment • numeracy skills to estimate time to complete work tasks • observation to maintain safety awareness in work environment. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2002A FOLLOW WORKPLACE SAFETY PROCEDURES IN THE SECURITY INDUSTRY”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use
	Yes	No		
<p>CPPSEC2003B WORK EFFECTIVELY IN THE SECURITY INDUSTRY</p> <p>Description This unit of competency specifies the outcomes required to work in the security industry in compliance with applicable legal requirements. It requires the ability to understand and follow relevant legislative and procedural requirements, organise and complete daily work activities, and identify opportunities for own learning and improvement.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • accessing, understanding and complying with a range of legislative and procedural requirements relevant to security work functions • using business equipment and technology to organise, prioritise and complete work tasks within designated timeframes • communicating with relevant persons to facilitate information exchange and safety, and reporting personal limitations in the conduct and completion of work tasks • actively seeking feedback own work performance to identify skill development requirements and to access opportunities for learning 			<ul style="list-style-type: none"> • communicate in a clear and concise manner in both written and verbal modes to receive, interpret and transmit information • complete workplace documentation in a legally appropriate manner • numeracy skills to estimate time to complete activities and prioritise tasks • observation skills to identify potential security risks • personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • planning and prioritising work tasks • questioning to confirm legal issues and procedures associated with job specifications • questioning to confirm technical issues associated with work tasks or equipment • reading to understand instructions, workplace information and symbols • request advice, support or further information • seek and receive feedback on performance and areas • self reflection to identify skill improvement needs • source, organise and record information • use business equipment and technology to plan tasks • verbal reporting • work on an individual basis and as part of a team. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2003B WORK EFFECTIVELY IN THE SECURITY INDUSTRY”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2004B RESPOND TO SECURITY RISK SITUATION</p> <p>Description This unit of competency specifies the outcomes required to carry out a response to a security risk situation. It requires the ability to identify risks, identify and undertake an appropriate security response, and participate in an evaluation of response activities.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • responding to a security risk in a manner that is appropriate for the situation, compliant with applicable legislation and regulations, and within scope of own competence and authority • identifying risk factors which might impact on the safety and security of persons, property and premises and taking appropriate response actions to maintain safety of self and others • using effective communication processes and equipment to convey clear and accurate information in a form which is preferred and understood by the receiver • participating in review and debrief processes to evaluate effectiveness of response and related personal stress, and identifying areas for improvement to future practices and stress reduction. 			<ul style="list-style-type: none"> • communicate using appropriate channels and authorities • communicate using phonetic alphabet and clear and concise language • identify and comply with applicable legal and procedural requirements including licensing requirements • identify and comply with security incident response procedures • identify situations requiring support or assistance • operate security and communications equipment • participate in debriefings and provide accurate and concise observations • relate to people from a range of social, cultural and ethnic backgrounds physical and mental abilities • select and use appropriate personal protective equipment • use basic risk assessment procedures • use negotiation techniques to defuse and resolve conflict. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete. I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2004B – RESPOND TO SECURITY RISK SITUATION”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2005A WORK AS PART OF A SECURITY TEAM</p> <p>Description This unit of competency specifies the outcomes required to work effectively as part of a team in the security industry. It requires the ability to identify individual and team roles and responsibilities, and to use effective communication to improve team relationships, back-up support and team performance.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • working effectively with and encouraging team members to complete assignments within designated timeframes and legislative requirements • identifying minority groups and discussing issues that may lead to conflict with team members using communication which reflects sensitivity to individual social and cultural differences • actively seeking and providing feedback on quality of team work and performance and identifying opportunities for own and team professional development • using communication skills to ensure regular exchange of information within the team and provision or receipt of backup support and assistance. 			<ul style="list-style-type: none"> • basic information technology • communication to engage with minority groups (eg young people, old people, people with an addiction or disability, Indigenous Australians, people from Culturally and Linguistically Diverse (CALD) backgrounds) • complete basic workplace documentation • conflict resolution to diffuse or resolve individual and team issues • literacy skills to understand and communicate security information (reading, writing, speaking, numeracy and listening) • numeracy skills to estimate time to complete work tasks • observation • personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • questioning to check understanding • solve routine problems • summarise information received • use of phonetic alphabet • work effectively on an individual basis and as part of a team. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete. I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2005A – WORK AS PART OF A SECURITY TEAM”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2006B PROVIDE SECURITY SERVICES TO CLIENTS</p> <p>Description This unit of competency specifies the outcomes required to provide a security service to clients. It requires the ability to establish effective relationships, identify problems, and deliver a security service according to specific instructions. It also requires an ability to use communication and problem solving techniques to promote client confidence.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • complying with organisational policies and procedures and relevant legislation in the provision of security services to clients • adjusting client service and communication to meet the special needs of security clients including young people • confirming client requirements from information contained in the client brief or assignment instructions and discussing and resolving areas of conflict in the provision of client service • following agreed client and organisational reporting procedures in the provision of security services • monitoring and acting on changing client needs and possible causes of dissatisfaction. 			<ul style="list-style-type: none"> • basic information technology • communication skills to relate to young people from diverse backgrounds • complete basic workplace documentation • literacy skills to understand and communicate security information (reading, writing, speaking, numeracy and listening) • numeracy skills to estimate service timeframes • observation • personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities • present a professional image • providing effective client service to young people • questioning to check understanding • solve routine problems and handle client complaints • summarise information received • work effectively on an individual basis and as part of a team • writing to prepare case notes or report areas of conflict. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete. I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2006B PROVIDE SECURITY SERVICES TO CLIENTS”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2010A PROTECT SAFETY OF PERSONS</p> <p>Description This unit of competency specifies the outcomes required to ensure the safety of persons while escorting them between and within locations. It requires the ability to identify potential threats to client safety and conduct appropriate response procedures.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • complying with applicable legislative and procedural requirements for ensuring the safety of persons • identifying risk factors which might impact on the safety and security of the client and implementing appropriate response measures • maximising the personal safety of client, self and others during escort procedures • organising resource and equipment requirements appropriate to meet assignment requirements using effective and culturally appropriate communication techniques to give clear and accurate information, in a form which is preferred and understood by the receiver and which engages minority groups. 			<ul style="list-style-type: none"> • communicate using appropriate channels and clear and concise language • communication to engage with minority groups (eg young people, old people, people with an addiction or disability, Indigenous Australians, people from Culturally and Linguistically Diverse (CALD) backgrounds) • determine response appropriate to security risk situation • identify and comply with applicable legal and procedural requirements including licensing requirements • identify and comply with security incident response procedures • identify risk factors and assess degree of risk • identify support and assistance requirements • operate security and communications equipment • record, report and document information • relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities • select and use appropriate personal protection equipment • use negotiation techniques to defuse and resolve conflict. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2010A PROTECT SAFETY OF PERSONS”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2011B CONTROL ACCESS TO & EXIT FROM PREMISES</p> <p>Description This unit of competency specifies the outcomes required to monitor and manage the access and exit of persons and vehicles from premises. It requires the ability to manage people, inspect baggage and vehicles, and manage vehicular traffic.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • completing, processing and maintaining documentation • identifying and complying with legal, procedural and site access requirements • identifying prohibited and dangerous items and take necessary response actions • operating a range of access control systems, security and communications equipment • using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and engages minority groups • verifying and controlling authorised access and exit of persons, vehicles and dispatched goods to and from premises. 			<ul style="list-style-type: none"> • communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities • communicate using clear and concise language • conduct an inspection of baggage, vehicles and loads • determine response appropriate to security risk situation • direct vehicular traffic • maintain goodwill and professionalism when dealing with incidents • monitor and control access to premises • present a professional image to members of the public and colleagues • recognise suspicious behaviour • record and report information • select and use equipment appropriate to the security operation • verify identification and authority of vehicles and persons entering premises. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2011B – CONTROL ACCESS TO & EXIT FROM PREMISES”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2012A MONITOR & CONTROL INDIVIDUAL & CROWD</p> <p>Description This unit of competency specifies the outcomes required to maintain safety and security of persons, property and premises. It requires the ability to observe and monitor individual and crowd behaviour and identify and respond to potential threats and incidents.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • assessing site layout and verifying communication and security requirements prior to assignment • completing and processing documentation • complying with applicable legislation and procedural requirements to maximise the safety and protection of persons, property and premises • observing and monitoring persons and identifying and responding appropriately to potential threats and hazards • operating and maintaining security, communications and personal protection equipment • using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups. 			<ul style="list-style-type: none"> • communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities • communicate using clear and concise language • comply with procedures to assess and control risks to self and others • identify and comply with applicable legal and procedural requirements including licensing requirements and ‘use of force’ guidelines • identify and comply with security incident response procedures • identify response appropriate to security risk situation • identify risk factors and assess degree of risk • identify support and assistance requirements • monitor crowd behaviour, size, safety and direction • operate security and communications equipment • record, report and document information • relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities • select and use appropriate personal protection equipment • use negotiation techniques to defuse and resolve conflict. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2012A – MONITOR AND CONTROL INDIVIDUAL AND CROWD”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2014A OPERATE BASIC SECURITY EQUIPMENT</p> <p>Description This unit of competency specifies the outcomes required to operate a range of basic security equipment. It requires knowledge of the functions required to operate equipment and conduct routine maintenance, as well as to report faults and document information.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • conducting pre-operational checks of a range of basic security equipment • operating a range of security equipment in accordance with manufacturer's instructions and safety requirements • accurately identifying and reporting operational faults and deficiencies in a range of security equipment • maintaining a safe and tidy work environment • selecting and using appropriate tools and materials to carry out routine maintenance procedures on a range of security equipment. 			<ul style="list-style-type: none"> • apply safe workplace practices and procedures • carry out routine maintenance on security equipment • clean and maintain a safe workplace environment • communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities • conduct pre-operational checks on equipment • identify and control hazards and risks associated with equipment use • identify and report faulty equipment • observe ergonomic and conservation requirements relevant to the operation of equipment • operate a range of basic security equipment • reading skills to understand manufacturer's instructions • writing skills to complete documentation and maintain records. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of "CPPSEC2014A – OPERATE BASIC SECURITY EQUIPMENT".</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2015A PATROL PREMISES</p> <p>Description This unit of competency specifies the outcomes required to maintain the security of premises and property. It requires the ability to conduct security patrols for a range of sites as a component of a complete zone, and the ability to respond to alarm activations as well as to conduct risk assessment to identify abnormal safety or security concerns.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • complying with applicable legislation and procedural requirements and assignment instructions in the conduct of mobile and static patrols • conducting a mobile patrol across a complete zone and responding effectively to numerous alarm activations • observing and monitoring premises and property and identifying, assessing and responding appropriately to security risk situations • operating and maintaining basic security and communications equipment • using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups • completing security patrol including processing relevant documentation and monitoring effects of stress on self. 			<ul style="list-style-type: none"> • communicate using appropriate channels and communication codes and signals • determine response appropriate to security risk situation • identify and comply with applicable legal and procedural requirements including licensing requirements • identify and comply with security incident response procedures • identify risk factors and assess degree of risk • identify support and assistance requirements • interpret alarm signals and respond accordingly • operate and maintain a vehicle • operate security and communications equipment • present a professional image to members of the public and colleagues • record, report and document information • relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities • select and use appropriate equipment appropriate to the security task. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2015A – PATROL PREMISES”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC2017A PROTECT SELF AND OTHERS USING BASIC DEFENSIVE TECHNIQUES</p> <p>Description This unit of competency specifies the outcomes required to apply basic defensive techniques in a security risk situation. It requires the ability to use basic lawful defensive techniques to protect the safety of self and others.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • applying empty hand techniques that avoid vital areas of the body • identifying current and potential risk factors which might impact on the safety and security of self and others and implementing appropriate response measures • reacting in a timely manner to the application and termination of force • selecting response options within specified legal and strategic limits • using basic negotiation techniques to defuse conflict • using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups. 			<ul style="list-style-type: none"> • communicate using clear and concise language • communication to engage with minority groups (eg young people, old people, people with an addiction or disability, Indigenous Australians, people from Culturally and Linguistically Diverse (CALD) backgrounds) • determine response appropriate to security risk situation • identify and comply with applicable legal and procedural requirements including licensing requirements and ‘use of force’ • identify and comply with security incident response procedures • identify risk factors and assess degree of risk • identify support and assistance requirements • implement basic defensive techniques to non-vital parts of the body • minimise threat to self and to others by use of appropriate force options • record, report and document information • select and use appropriate personal protection equipment • use negotiation techniques to defuse and resolve conflict. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC2017A – PROTECT SELF AND OTHERS USING BASIC DEFENSIVE TECHNIQUES”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC3002A MANAGE CONFLICT THROUGH NEGOTIATION</p> <p>Description This unit of competency specifies the outcomes required to use effective communication techniques to manage a conflict situation. It requires the ability to assess security risk situations, accurately receive, interpret and relay information, adapt communication styles and techniques to varying social and cultural environments, and evaluate responses.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> identifying potential and actual risk factors and their impact on the security risk situation interpreting and complying with legal and procedural requirements selecting response options which are most effective for the objective reviewing conflict management strategies and making adjustments according to changing circumstances using communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver using negotiation techniques to defuse and resolve conflict. 			<ul style="list-style-type: none"> apply effective communication and negotiation techniques apply problem solving strategies communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities communicate using clear and concise language conduct an evaluation and review process identify and comply with applicable legal and procedural requirements including licensing requirements identify and comply with security incident response procedures identify potential security threats to people, property and premises identify risk factors and assess degree of risk identify support and assistance requirements minimise threat to self and others by using appropriate negotiation techniques observe and accurately record and report information record, report and document information review response strategies and make adjustments according to changing circumstances select and use appropriate personal protection equipment use negotiation techniques to defuse or resolve conflict. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC3002A – MANAGE CONFLICT THROUGH NEGOTIATION”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC3005A PREPARE & PRESENT SECURITY DOCUMENTATION & REPORTS</p> <p>Description This unit of competency specifies the outcomes required to plan, organise and present documentation in required formats appropriate for use in the security industry. It requires the ability to gather information by factual or surveillance methods, evaluate the quality of information and data, prepare and review drafts, and present final reports and documentation.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • complying with applicable legislation and relevant licensing for the preparation and presentation of documentation • researching information and confirming its validity • interpreting and confirming reporting requirements • sourcing, organising and presenting both oral and written information in a suitable format style • receiving, interpreting and relaying verbal and non-verbal information in a concise and accurate manner • using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups. 			<ul style="list-style-type: none"> • accurately record and report information • apply effective communication and negotiation techniques including active listening and questioning • communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities • identify and comply with applicable legal and procedural requirements, including licensing requirements, relevant to surveillance activities • operate business equipment and technology • organise resource and equipment requirements • participate in meetings and interviews • prioritise and complete activities within designed timelines • read, analyse and interpret information • record and document information • solve basic problems • source, collate and organise information • use a range of office equipment and technology • verify validity of information • write standard reports. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC3005A – PREPARE AND PRESENT SECURITY DOCUMENTATION AND REPORTS”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC3013A CONTROL PERSONS USING EMPTY HAND TECHNIQUES</p> <p>Description This unit of competency specifies the outcomes required to select and apply appropriate empty hand techniques. It requires the ability to use force in circumstances where there is a risk to safety of self and others. Competency also requires knowledge of the procedures for conducting an arrest.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • applying appropriate use of force according to the nature of the threat without harm to the subject • applying empty hand techniques that avoid vital areas of the body • identifying current and potential risk factors which might impact on the safety and security of self and others and implementing appropriate response measures • using effective communication techniques to provide warnings and clear directions to subject, and conduct basic negotiation to defuse conflict in a manner which engages minority groups • reacting in a timely manner to the application and termination of force • selecting response options within specified legal and strategic limits. 			<ul style="list-style-type: none"> • communicate and negotiate using clear and concise language • communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities • determine response appropriate to incident situation • identify and comply with applicable legal and procedural requirements including 'use of force' guidelines • identify risk factors and assess degree of risk • implement empty hand techniques without harming subject • interpret and follow instructions and procedures • minimise threat to self and to others by use of appropriate force options • operate security and communications equipment • participate in review and debrief procedures • record, report and process information • use negotiation techniques to defuse and resolve conflict. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of "CPPSEC3013A – CONTROL PERSONS USING EMPTY HAND TECHNIQUES".</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>CPPSEC3017A PLAN AND CONDUCT EVACUATION OF PREMISES</p> <p>Description This unit of competency specifies the outcomes required to plan and conduct an evacuation of premises while providing for the maximum safety and protection of self and others. It requires the ability to contribute to the development of an evacuation policy, arrange and participate in evacuation drills, maintain regular communication with designated fire wardens, and conduct evacuations.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • accurately planning and completing an evacuation of premises including maintaining related documentation • assessing a variety of potentially dangerous situations requiring the movement of persons • conducting evacuation drills and following emergency procedures in compliance with emergency services requirements • implementing plans and procedures to control the movement of persons including persons with reduced mobility • selecting and using appropriate security equipment throughout evacuation. 			<ul style="list-style-type: none"> • accurately complete reports and process documentation • accurately recognise and monitor the likely source of risks and threats • communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities • communicate using clear and concise language • conduct evacuation drills • facilitate commonsense solutions within operating parameters • identify and comply with applicable legal and procedural requirements including licensing requirements • identify potential security threats to people, property and premises • interpret codes and alarm signals and respond accordingly • maximise the safety and protection of self and others • plan and prepare evacuation procedures • present a professional image to members of the public and colleagues • prioritise planning activities and meet designated timeframes • recognise support and assistance requirements • record and report information • safely and efficiently conduct evacuation procedures. 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete. I _____ declare that the above applicant has demonstrated competence in the following areas of “CPPSEC3017A – PLAN AND CONDUCT EVACUATION OF PREMISES”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>HLTFA311A APPLY FIRST AID</p> <p>Description This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • Working individually and, where appropriate, as part of a first aid team • Consistency of performance demonstrated over the required range of situations relevant to the workplace or community setting • Current first aid knowledge and skills demonstrated in line with State/Territory regulations, legislation and policies, ARC and industry guidelines 			<ul style="list-style-type: none"> • Conduct an initial casualty assessment • Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or State/Territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills • Demonstrate correct procedures for performing CPR using a manikin, including standard precautions (i.e. as per unit <i>HLTCPR201A Perform CPR</i>) • Apply first aid principles • Infection control, including use of standard precautions • Follow OH&S guidelines • Demonstrate: <ul style="list-style-type: none"> - safe manual handling - consideration of the welfare of the casualty - ability to call an ambulance - site management to prevent further injury • Provide assistance with self-medication as per subject's own medication regime and in line with State/Territory legislation, regulations and policies and any available medical/pharmaceutical instructions • Administer medication in line with state/territory regulations, legislation and policies • Prepare a written incident report or provide information to enable preparation of an incident report • Communicate effectively and assertively in an incident • Make prompt and appropriate decisions relating to managing an incident in the workplace • Call an ambulance and/or medical assistance according to relevant circumstances and report casualty's condition • Use literacy and numeracy skills as required to read, interpret and apply guidelines and protocols • Evaluate own response and identify appropriate improvements where required 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of "HLTFA311A – APPLY FIRST AID".</p> <p>Workplace Name:_____ Contact Telephone number:_____ Signature:_____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only (Employer must circle skills and fill out declaration below) Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>TLIE2007A USE COMMUNICATION SYSTEMS</p> <p>Description</p> <p>This unit involves the skills and knowledge required to use communication systems including identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, maintaining equipment, and completing documentation.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> • The underpinning knowledge and skills • Relevant legislation and workplace procedures • Other relevant aspects of the range statement 			<ul style="list-style-type: none"> • Communicate effectively with others using available communications equipment • Read and interpret instructions and procedures relevant to the use of communications equipment • Interpret and follow operational instructions and prioritise work • Complete documentation related to work activities when using communications equipment • Identify and use required communication technology • Work collaboratively with others when using communications equipment • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communications equipment in accordance with workplace procedures • Implement contingency plans for unanticipated situations that may arise when using communications equipment • Apply precautions and required action to minimise, control or eliminate hazards that may exist during the use of communications equipment • Plan own work including predicting consequences and identifying improvements • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in communication equipment in accordance with standard operating procedures • Monitor performance of communication equipment and take appropriate action if required 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration</p> <p>I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “TLIE2007A – USE COMMUNICATION SYSTEMS”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Signature of referee

Print Name and Position of referee and business address

Please attach a current business card to this testimonial where available

<i>Office Use Only</i>					
Assessor		Signed		Date	