

## National Recognition

One of the most important features of the Australian Quality Training Framework is the national recognition of training organisations and qualifications including Statements of Attainment.

Under national recognition a registered training organisation must accept the credentials issued by another registered training organisation based in any State/Territory of Australia. Technical Advanced Training undertakes to ensure that all Certificates and Statements of Attainment issued by any other registered training organisation are accepted as valid. Your Qualification or Statement of Attainment issued by Technical Advanced Training will be recognised Australia wide under these arrangements.

## Enrolment

Students are required to complete a Pre-Training Review form and an Enrolment Application form, available from Reception at  
Suite 15, 11 – 17, Pearcedale Parade  
Broadmeadows VIC 3047.

## Further Information

Please contact reception.

Telephone +61 3 9309 0059  
Facsimile +61 3 9309 7490  
Email [info@advancetraining.com.au](mailto:info@advancetraining.com.au)

Technical Advanced Training  
Suite 15, 11 – 17, Pearcedale Parade  
Broadmeadows VIC 3047.

All Company policies, procedures  
and documentation are available online at:  
[www.advancetraining.com.au](http://www.advancetraining.com.au)



Registered Provider No. 22274

CPP20212

# Certificate II in Security Operations (Control Room)



Version 1: 20160819

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## Course Aims & Objectives

The course will be designed to provide training for those wishing to gain employment in the security industry as a Control Room Operator.

To assist students in using monitoring software and CCTV systems to monitor alarm activations.

## Entry Requirements & Prerequisites

To work as a Control Room Operator in the Victoria this course is the entry level requirement for

licensing. You will be required to complete a fingerprinting hence, it is important you have and continue to maintain a clear criminal record. Technical Advanced Training will assist you in applying for your Fingerprinting and Individual Private Security Licence to the Licensing and Regulation Division (LRD) – Victoria Police. Further information about complying with Control Room licensing requirements in Victoria can be obtained from LRD on 1300 651 645.

In addition to the above, you will be required to go through the institutes Pre-Training Review Process; this will include completing a Language, Literacy and Numeracy Appraisal. This is to ensure you have the skills required to successfully complete this training.

## Literacy Language and Numeracy

Assistance and support will be provided with Literacy, Language and Numeracy issues.

## Assessment

Students will be required to be assessed in this program, to show that they have achieved the skills and knowledge set out in the competency standards/modules.

Assessments include open book questions, computer based demonstration, acknowledging alarm activations, viewing CCTV, scenarios, role plays and log sheets. Cardio pulmonary resuscitation must also be demonstrated to a satisfactory standard.

## Resources & Facilities

Students will be provided with the required learning resources and equipment. Classes will be conducted as required in an appropriate learning environment. We recommend you bring an exercise book to keep track of your learning.

## Completion Requirements

To achieve this qualification student must have demonstrated competency against all (13) thirteen units. Duration of this course is 13 days from 8.30am to 4.30pm. The units of competencies against all thirteen (13) units are as follows:

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 situations  
CPPSEC2005A Work as Part of a Security team  
CPPSEC2006B Provide Security services to client  
CPPSEC2014A Operate basic security equipment  
CPPSEC2018A Monitor electronic reporting facility  
CPPSEC3012A Store and protect information  
CPPSEC3020A Monitor security from control room  
CPPSEC3021A Maintain and use security database  
HLTFA311A Apply first aid  
TLIE2007A Use Communication systems

If you have completed the CPP20212 Certificate II in Security Operations (Crowd Control and Unarmed Guard) course then the non-highlighted (9) units above will be credit transferred and the remaining four (4) control room elective units will be only required to complete. The four (4) Control Room elective units run for four (4) days or eight (8) nights in the evenings. In addition to the face-to-face class room learning you will need to commit to approximately 2 hours each night of additional study/revision through the training to complete the units in the Control Room course.

## Course Fees & Charges

The Control Room (4) units only will cost \$450.00 including all workbooks, subject to price change. Price will vary if any of remaining (9) units have not been completed.

A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made prior to course commencement date will incur a \$150.00 administration and enrolment fee. Once courses have commenced, the organisation will not approve refunds or transfers under any circumstances.

Technical Advanced Training reserves the rights to cancel or postpone the course commencement date with low enrolment numbers up to two days prior to the course commencement date. Should a course be cancelled or postponed, you will be notified either by mail, telephone or email. Cancellation of a program by Technical Advanced Training will result in a full refund.

## Work Outcome

Most of times working on-site but may be off-site as part of a remote centre for a medium or large size security organisation where you will be required to respond in person and/or conduct additional guarding duties such as patrolling. You may also be required to supervise and/or co-ordinate the activities of manpower operatives on the field for example, dispatch security guards or other emergency services to areas in an emergency situation.

## Articulation & Pathways

Prospective Security students completing this program will have met the requirements for the Certificate II in Security Operations. Students may wish to enroll into the CPP30411 Certificate III in Security Operations.

## Recognition of Prior Learning

Students may apply for course credits, advanced standing or exemptions if they are able to provide evidence that demonstrates that they have attained competency. Competency may have been attained through formal and informal training, work experience and life experience. Applications must be made on an official RPL Application form, available from the reception or website.

## RPL Fees & Charges

Total cost of RPL including application fee: \$450.00

## Complaints

Students may access the Complaints Policy through the training manager or visit our website, [www.advancetraining.com.au](http://www.advancetraining.com.au)