

UNIT TITLE: ESCORT, CARRY AND STORE VALUABLE ITEMS		NOMINAL HOURS: 30
UNIT NUMBER: D1.HSS.CL4.08		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to enable staff to safely and securely escort and carry cash and other valuable items within the host establishment, and to and from nominated external locations, and to ensure its safe storage either within the establishment or off-site		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare to undertake escort and carry duties</p> <p>1.1 Identify <i>valuables</i> that require escort, carrying and secure storage</p> <p>1.2 Describe the <i>legal requirements</i> that apply to responsibility for guest property</p> <p>1.3 Undertake training in escort, carrying and storage duties</p> <p>1.4 Identify the <i>characteristics</i> of people with responsibility for escorting, carrying and storing valuable items</p> <p>1.5 Prepare <i>plans for regular escort and carry duties</i></p> <p>1.6 Identify host <i>establishment policies and procedures</i> in relation to the movement of cash and valuable within, and outside of, the premises</p> <p>1.7 Identify <i>potential threats</i> that may exist when moving valuables within, to and from the host establishment</p> <p>1.8 Identify <i>resources required</i> to facilitate</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to the escorting, carrying and storing of valuable items by staff within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Valuables</i> may include:</p> <ul style="list-style-type: none"> • Cash • Precious stones • Jewellery • Bullion • Documents 	

<p>secure escort and carry duties</p> <p>1.9 Clarify designated <i>escort and carry assignments</i></p> <p>Element 2: Undertake escort duties</p> <p>2.1 <i>Identify route</i> to be taken</p> <p>2.2 Assess potential threats for the individual job</p> <p>2.3 Obtain <i>assistance</i> if required</p> <p>2.4 Perform <i>close escort duties</i></p> <p>2.5 <i>Respond to threats</i></p> <p>2.6 Complete necessary <i>documentation</i></p> <p>Element 3: Carry valuable items</p> <p>3.1 <i>Identify route</i> to be taken</p> <p>3.2 Assess potential threats for the individual job</p> <p>3.3 Obtain <i>assistance</i> if required</p> <p>3.4 Perform <i>carriage duties</i></p> <p>3.5 <i>Respond to threats</i></p> <p>3.6 Complete necessary <i>documentation</i></p> <p>Element 4: Store valuable items</p> <p>4.1 Identify the <i>storage option</i> required</p> <p>4.2 <i>Place items into storage</i></p> <p>4.3 Complete necessary <i>documentation</i></p>	<ul style="list-style-type: none"> • Artwork • General property deemed by host establishment and guests to be valuable. <p><i>Legal requirements</i> refers to:</p> <ul style="list-style-type: none"> • Understanding of host country legislation in relation to venue liability and responsibility in relation to guest property lodged for safe-keeping • Bailment • Duty of care. <p><i>Characteristics</i> can include:</p> <ul style="list-style-type: none"> • Vigilant • Observant • Attentive to detail • Ability to take action • Ability to protect confidential information • Alertness • Confident. <p><i>Plans for regular escort and carry duties</i> may include:</p> <ul style="list-style-type: none"> • Identifying most secure routes • Identifying alternative routes • Assessing risk • Identifying most appropriate time/s • Designating staff responsible for escorts and carriage of valuable items • Identifying resources required • Preparing written plans. <p><i>Establishment policies and procedures</i> may include:</p> <ul style="list-style-type: none"> • Limiting value of items to be escorted, carried or stored • Identifying scope of authority for security and other staff
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- Processes for risk identification and management
 - Defining action to be taken by staff in the case of an event occurring
 - Designating certain responsibilities to external security providers.
- Potential threats* may include:
- Armed hold up
 - Vehicle accident to or from venue
 - Suspicious circumstances
 - Theft – including threat of same
 - Assault – including intimidation
 - Unique factors created by the nature or timing of the assignment/job
 - Unique factors created by the value and/or volume of the items under consideration.
- Resources required* may include:
- Transport vehicles
 - Receptacles for carrying items
 - Firearms and ‘less than lethal’ items for protection and use as deterrents
 - Two-way radio and other communication devices
 - Dye-bombs
 - Barriers including bullet resistant screens
 - Security cameras and alarms
 - Time-delay locks
 - Safes.
- Escort and carry assignments* may include:
- Requests from VIPs
 - Special duties due to high levels of turn-over and high cash levels

- Responses to previous incidents of theft or intimidation
 - Provision of special service for special customers
 - Assisting staff to transport cash – including takings, floats and payroll.
- Identify route* refers to:
- Movement of valuable items within the premises, to the premises and from the premises and may include:
 - Determining shortest route
 - Determining quickest route
 - Assessing risks and potential for threats for each route option
 - Factoring in time, weather, level of trade, traffic, special events, road closures, number of people and other environmental factors
 - Reviewing establishment history in relation to actual events – such as armed hold up, theft, assault
 - Assessing disruption to patrons and standard operating procedure.
- Assistance* may include:
- Requesting help from other internal staff
 - Requesting support from an external security company
 - Requesting backing from local authorities.
- Close escort duties* may include:
- Accompanying guests or staff who are carrying valuable items
 - Clearing the way for guests or staff who are carrying valuable items
 - Overseeing the carriage of valuable items
 - Providing a visible deterrent to potential offenders
 - Providing guests and staff with a sense of security.
- Respond to threats* refers to:
- Following establishment procedures governing action to be taken by staff in the case of an event occurring

- Ensuring the safety of people over property
- Noting descriptions of those involved
- Calling for assistance when safe to do so
- Relaying information of the incident and offenders to authorities.

Documentation may include:

- Assignment/job sheets
- Bills of lading
- Insurance claims
- Internal security request forms
- Security lodgement forms
- Items issued and items released forms
- Security threat reports
- Bank documentation – for deposits, change, foreign currencies, traveller's checks.

Carriage duties may include:

- Physically moving valuable items within the premises
- Moving valuable items from an external location to the premises
- Moving valuable items from the premises to an external location
- Transporting taking to bank
- Obtaining floats and payroll from bank or other locations.

Storage option may include:

- In-floor safes
- Torch-and-drill resistant safes
- Time delay safes
- Off-site secure storage – including arranging for secure transport to off-site locations
- Locked cabinets and drawers.

Place items into storage may include:

- Ensuring the authenticity, value, quantity and nature of items offered by guests for safe-keeping
- Advising guest of storage facilities and methods that will be used for their valuable items
- Informing guests of limit of liability of premises for goods surrendered for safe-keeping
- Gaining agreement from guest in relation to the storage method to be used and the limits of the liability that the establishment accepts
- Gaining guest signature to acknowledge goods stored.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Ability to understand and comply with the enterprise's policies and procedures in regard to accepting goods for carriage or safe-keeping
- Ability to understand and comply with the enterprise's policies and procedures in regard to escorting, carrying and storing valuable items
- Ability to understand and comply with principles of duty of care and bailment
- Ability to use general security equipment and items
- Ability to monitor and assess the level of risk within premises on an on-going basis
- Observation skills
- Threat analysis
- Interpersonal and communication skills.

Linkages To Other Units

- Establish and maintain a safe and secure workplace
- Maintain the security of premises and property
- Operate basic security equipment
- Maintain the safety of premises and personnel

- Provide for the safety of VIPs.

Critical Aspects of Assessment

Evidence of the following is essential:

- understanding of legislation that applies to host establishment responsibility for guests' property
- Demonstrated ability to interpret and prepare for nominated escort and carry assignments
- Demonstrated ability to prepare a written plan to provide for the safe and secure escort and carriage of valuable items in a designated location
- Demonstrated ability to provide safe and secure escort for a nominated industry situation within the premises
- Demonstrated ability to provide safe and secure carriage of nominated valuable items for a designated industry situation within the premises
- Demonstrated ability to respond appropriately to a range of different threats while implementing escort and carry duties
- Demonstrated ability to complete a range of paperwork associated with the internal movement of valuable items for guests
- Demonstrated ability to optimise the safe and secure storage of a range of nominated items within the premises using available storage options.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of escorting, carrying and storing activities and items
- Access to facilities to demonstrate application of escorting, carrying and storage of valuable items.

Resource Implications

Training and assessment must include use of actual items that need not be valuable within an industry setting that enables secure escorting, carrying and storing tasks to be performed.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Role plays
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Identifying workplace threats
Communicating ideas and information	1	Liaising with others regarding escorting and carrying duties
Planning and organising activities	3	Creating safety plans for escorting and carrying valuable items over regular/identified routes

	Working with others and in teams	1	Cooperating with other staff, businesses and external authorities in the provision of safe and secure escort and carry duties
	Using mathematical ideas and techniques	1	Calculating times and distances to be travelled; calculating number and value of items submitted for safe-keeping
	Solving problems	1	Coping with identified risks and responding to threats
	Using technology	1	Using communication and protection equipment; using safes