

UNIT TITLE: MAINTAIN THE SECURITY OF PREMISES AND PROPERTY		NOMINAL HOURS: 70
UNIT NUMBER: D1.HSS.CL4.02		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to create and maintain an environment that optimises the security of premises and property		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Patrol premises</p> <p>1.1 <i>Prepare to undertake patrol</i> of the premises</p> <p>1.2 <i>Undertake patrol</i> of nominated sections and areas</p> <p>1.3 <i>Monitor security of premises</i> and property</p> <p>1.4 <i>Identify potential threats, risks and suspicious circumstances</i></p> <p>Element 2: Respond to fire and other alarms</p> <p>2.1 <i>Establish nature and location of alarm</i></p> <p>2.2 <i>Contact emergency services</i></p> <p>2.3 <i>Contact management</i> as appropriate</p> <p>2.4 <i>Ensure access and assistance to emergency services</i> upon their arrival</p> <p>2.5 <i>Provide first response assistance</i></p> <p>2.6 <i>Re-set alarms in-line with designated authorisations</i> to do so</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 all industry sectors both an in-door and out-door environments.</p> <p>The focus of this unit is not on the safety of people but on the security of property and assets 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 <p><i>Prepare to undertake patrol</i> may be related to:</p> <ul style="list-style-type: none"> • Identifying patrol tasks, such as observation, response tasks, site patrols, site escorts, customer requests for assistance; and schedules and assignment instructions • Ensuring personal presentation is appropriate • Accessing and checking personal protective equipment and clothing including communication equipment • Reporting faults, malfunctions and damage to/with security related items and equipment • Inspecting and preparing patrol vehicle, where appropriate. 	

<p>Element 3: Respond to security threats</p> <p>3.1 Manage patrons who are displaying <i>inappropriate behaviour</i></p> <p>3.2 <i>Secure areas</i> that are identified as being unsecured</p> <p>3.3 <i>Respond to suspicious packages</i></p> <p>3.4 <i>Respond to bomb threats</i></p> <p>Element 4: Respond to emergency situations</p> <p>4.1 Identify the <i>nature and scope of the emergency</i></p> <p>4.2 <i>Contact emergency services</i></p> <p>4.3 Implement the <i>Emergency Management Plan</i> for the premises</p> <p>4.4 Provide <i>first response assistance</i></p> <p>4.5 <i>Maximise security of premises and property</i> during the emergency</p> <p>Element 5: Monitor security systems</p> <p>5.1 <i>Report and record system alerts and malfunctions</i></p> <p>5.2 <i>Verify the setting and operational effectiveness</i> of all security systems and energy management systems</p> <p>5.3 <i>Activity logs are maintained</i> as required</p> <p>5.4 <i>Follow-up actions</i> are taken in response to system indicators, as necessary</p> <p>5.5 Re-set alarms in-line with designated authorisations to do so</p>	<p><i>Undertake patrol</i> may include:</p> <ul style="list-style-type: none"> • Adhering to internal protocols regarding timing, route and areas to be patrolled • Complying with assignment instructions • Providing a visual presence to deter offenders and reassure patrons and staff • Using effective interpersonal techniques to develop, support and promote a sense of security within the premises • Remaining in radio contact as required • Security systems are tested as required. <p><i>Monitor security of premises</i> may be related to:</p> <ul style="list-style-type: none"> • Visual inspection of computerised security systems in accordance with established schedules • Responding to system alerts • Visual checks are made of designated security devices for signs of tampering, forced entry or unauthorised use or access • Monitoring action taken to address previously reported security risks/situations • Making repairs to security equipment where able and where authorised • Reporting, and where appropriate responding to, situations that give rise to the potential for a security breach to occur • Monitoring changing environmental conditions that may impact on security • Liaising with other staff and external authorities. <p><i>Potential threats, risks and suspicious circumstances</i> may include:</p> <ul style="list-style-type: none"> • Flood, fire and explosion • Intruders, vandals and assailants • Intoxicated patrons
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<p>Element 6: Manage pyrotechnic displays</p> <p>6.1 Identify <i>legislated requirements</i> in relation to the use of fireworks</p> <p>6.2 Implement and monitor <i>risk control procedures</i></p> <p>6.3 Identify and prepare <i>plans for the management of emergencies and malfunctions</i></p> <p>6.4 Provide <i>pyrotechnics training</i> as necessary</p> <p>Element 7: Fulfil administrative responsibilities</p> <p>7.1 Complete necessary <i>internal forms and reports</i></p> <p>7.2 Cooperate with management in recommending improvements to security</p>	<ul style="list-style-type: none"> • Excess patron numbers/over-crowding situations • Vehicles, persons and equipment in suspicious places • Unattended packages in public areas • Sensitive material left unlocked, or on public view • Gas leaks, storms and power failures • Riots and demonstrations • Chemical spills • Faulty building, faulty or broken equipment, broken glass • Unauthorised people in restricted areas • Absence of required safety and warning signs • Animal attack. <p><i>Nature and location of alarm</i> could relate to:</p> <ul style="list-style-type: none"> • Identifying the cause of the alarm, such as fire, intruder, smoke, water, gas • Identifying exact location of the alarm by department, floor, or room • Identifying number of alarms that are showing • Identifying types of alarms that are sounding. <p><i>Contact emergency services</i> may include:</p> <ul style="list-style-type: none"> • Making telephone contact with fire, police or ambulance services as determined by the alarm type • Using direct lines to authorities, where applicable • Contacting management • Notifying relevant external security providers
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Contact management could include:

- Notifying type of alarm and location
- Using appropriate radio communications protocols, such as call signs and codes
- Advising of action being taken
- Requesting directions on action to take.

Access and assistance to emergency services may include:

- Delegating responsibility to another person to meet emergency services and direct them to the alarm site
- Requesting patrons to move their vehicles
- Moving company vehicles
- Unlocking gates and barriers
- Clearing access routes
- Obtaining site plans for the alarmed area.

First response assistance will vary depending on the nature of the event, but may include:

- Fire-fighting
- Removing people from the area
- Protecting assets
- Limiting damage
- Shutting off valves and taps, closing doors and windows
- Locking or unlocking doors, windows as appropriate
- Complying with directions for assistance from emergency services
- Maintaining personal safety and the safety of others.

Inappropriate behaviour may include:

- Aggressive, rude and anti-social behaviour including arguing with other patrons or staff
- Refusal to leave the premises when asked to do so
- Intoxication
- Intimidation and violence
- Swearing
- Not meeting dress code
- Excess guests in room
- Noisy patrons.

Secure areas may include:

- Locking unlocked doors, rooms, windows, drawers, cabinets
- Closing open doors , rooms, windows, drawers, cabinets
- Erecting barricades.

Respond to suspicious packages may include:

- Evacuating the area
- Notifying the authorities
- Making enquiries amongst guests and patrons
- Leaving the package *in situ* until advised to remove it.

Respond to bomb threats may include:

- Treating all bomb threats as genuine
- Recording as many details about the threat, bomb and caller as possible
- Using a checklist to ask the caller questions.

- Notifying the authorities and other staff
- Maintaining calm
- Evacuating the premises
- Assisting authorities as required
- Searching for the device
- Leaving the device alone, and securing the area, until authorities arrive.

Nature and scope of the emergency may include:

- Fire
- Fighting or physical confrontation
- Property damage
- Siege
- Hold-up or robbery
- Gas leak
- Explosion
- Deranged patron
- Medical situation, such as injury, collapse, assault victim
- Identifying location of the emergency, numbers involved and potential for escalation.

Contact emergency services may include:

- Contacting police, including contracted security services
- Contacting medical assistance, including ambulance, in-house doctors, hospitals
- Contacting fire brigade
- Contacting other services as laid out in the host establishment emergency management plan.

The *Emergency Management Plan* is a set of written instructions for staff to follow in the event that an identified emergency occurs within the premises: it allocates roles and responsibilities to staff to ensure that the negative consequences of any emergency are minimised

Maximise security of premises and property could include:

- Placing greater emphasis on the safety of life than on the security of property
- Moving patrons away from the area, including the use of reasonable force
- Preventing people entering the area, including the use of reasonable force
- Limiting damage wherever possible commensurate with maintaining personal safety.

Report and record system alerts and malfunctions could include:

- Completing required logs
- Describing alert or malfunction details, where known, by type, system, indicator, location, frequency, time and date
- Adding other relevant details as appropriate to the situation.

Verify the setting and operational effectiveness could include:

- Validating settings
- Confirming system operation
- Complying with scheduled system checks
- Running internal tests and, where appropriate, tests to a remote monitoring station.

Activity logs are maintained refers to:

Physically making entries into log books at the completion of every required check, test or other monitoring activity as evidence that the monitoring activities were undertaken, by whom and when.

Follow-up actions may include:

- In-person investigation of the alarm to prove or disprove alarm signal
- Raising internal alert status
- Running diagnostic system checks
- Isolating system components
- Reporting the alarm, as required, including notifying patrons, staff and nominated external service providers and/or emergency services

Closing down other systems, equipment or services.

Legislated requirements for the host country may relate to:

- obtaining fireworks through an approved and registered supplier
- obtaining necessary licenses for the display
- liaising with the regulatory agencies to obtain interpretation of the legislation, operational advice and safety recommendations
- liaising and consulting with others as required

Risk control procedures may relate to:

- Establishing control measures to minimise risks of hazardous events with fireworks based on the hierarchy of control measures
- Identifying and implementing the scope of the required safety management system
- Integrating and implementing emergency fireworks procedures into the standing emergency management plan and nominated staff roles and responsibilities
- Establishing the required quality system for the pyrotechnic display
- Examining previous incidents with fireworks and integrating findings into industry best practice
- Liaising with the firework supplier and/or pyrotechnic service provider.

Plans for the management of emergencies and malfunctions may include:

- Identifying the types of emergencies that may occur
- Fulfilling any statutory notification requirements provided for by legislation of the host country
- Evaluating techniques for recognising malfunction of fireworks during the display
- Identifying actions required to manage the identified potential emergencies
- Preparing to implement actions required to manage the identified potential emergencies
- Applying appropriate emergency procedures in the event of an emergency or malfunction.

Pyrotechnics training may include:

- Identifying people to be trained
- Establishing training needs
- Delivering identified training
- Liaising with suppliers or providers.

Internal forms and reports may relate to:

- Compiling and presenting vehicle and personal movements
- Completing incident details and logs/registers
- Complying with special requests from management, or the authorities
- Completing damage and loss assessment reports
- Completing patrol logs and identifying security issues, breaches and potential risks
- Assisting in filing insurance claims
- Compiling witness statements.

Assessment Guide

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

- Knowledge of the enterprise's policies and procedures in regard to security of the premises and reporting requirements that apply
- Principles of premises and property security and risk management
- Ability to use standard security techniques, equipment, systems and items
- Surveillance techniques
- Techniques to re-set and de-activate alarms
- Legislation in relation to 'duty of care' for the host country
- Interpersonal and communication styles and techniques relevant to security work
- Principles of security management relevant to the industry sector
- Ability to use standard fire-fighting equipment
- Ability to communicate effectively with members of the public in an emergency situation
- Ability to identify risks and hazards in the workplace.

Linkages To Other Units

- Implement occupational health and safety procedures
- Establish and maintain a safe working environment
- Provide for the safety of vips
- Follow safety and security procedures
- Manage responsible service of alcohol
- Manage operational risk
- Maintain the safety of premises and personnel.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host country legislation applicable to premises and property security
- Demonstrated ability to apply house policies in relation to premises and property security
- Demonstrated ability to respond effectively to nominated alarms in designated workplace areas to protect premises and property security
- Demonstrated ability to obtain appropriate assistance from emergency services as determined by the nature and scope of the simulated emergency
- Demonstrated ability to provide first response assistance to a range of nominated emergency situations
- Demonstrated ability to patrol nominated premises, or part thereof, according to the requirements of a given set of assignment instructions
- Demonstrated ability to respond effectively to nominated alarms in designated workplace areas to protect patrons' and staff safety
- Demonstrated ability to monitor nominated security systems and record occurrences, such as alarms and malfunctions, within that system over a designated period
- Demonstrated ability to manage the successful conduct of a pyrotechnic display, only in host enterprises where this is applicable
- Demonstrated ability to conduct an evacuation of a building, or other nominated area, in accordance with the instructions and requirements of the emergency management plan for the host enterprise.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of security protocols.

	<p>Resource Implications</p> <p>Training and assessment must include the use of real buildings, plant, equipment, communication systems, emergency equipment together with actual people in real or simulated workplace scenarios.</p> <p>Assessment Methods</p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"> • observation of practical candidate performance • simulated exercises • case studies • role plays • oral and written questions • third party reports completed by a supervisor • project and assignment work. <p>Key Competencies in this Unit</p> <p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p>		
	Key Competencies	Level	Examples
	Collecting, organising and analysing information	1	Reading the Emergency Management Plan for the premises
	Communicating ideas and information	1	Liaising with others in the event of an emergency

	Planning and organising activities	1	Determining priorities for actions to be taken in the event of an emergency
	Working with others and in teams	1	Gaining support from, and cooperating with, others in the event of an emergency
	Using mathematical ideas and techniques	1	Calculating statistics for pyrotechnic displays
	Solving problems	1	Determining the best course of action in a given security or emergency situation
	Using technology	1	Using communication equipment and security equipment