

<b>UNIT TITLE:</b> OBSERVE AND MONITOR PEOPLE		<b>NOMINAL HOURS:</b> 50
<b>UNIT NUMBER:</b> D1.HSS.CL4.05		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to observe and monitor people in order to identify suspicious or unwanted patrons and deter unwanted and/or illegal activity on the premises. It also deals with the apprehension, search and detention of people perceived to be offenders, who are found on the premises		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Prepare for observation and monitoring</b></p> <p>1.1 Identify <i>areas and people who require observation and monitoring</i></p> <p>1.2 Read logs and records of previous events</p> <p>1.3 Prepare <i>equipment</i></p> <p>1.4 Plan the observation and monitoring</p> <p>1.5 Notify relevant <i>other staff or support services</i></p> <p><b>Element 2: Implement observation and monitoring activities</b></p> <p>2.1 Check <i>identification cards</i></p> <p>2.2 Ensure <i>authorised access</i> to restricted areas</p> <p>2.3 Monitor entry into the premises</p> <p>2.4 Identify <i>unattended items</i></p> <p>2.5 Identify banned/prohibited persons</p> <p>2.6 Observe people who are behaving suspiciously</p> <p>2.7 Respond to unlawful or suspicious incidents and people</p>	<p><b>Unit Variables</b></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, where members of the public are on the premises, within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> </ol> <p><i>Areas and people who require observation and monitoring may include:</i></p> <ul style="list-style-type: none"> <li>• Internal and external areas of the premises</li> <li>• Departments within the venue</li> <li>• Specific/known trouble-spots</li> <li>• High traffic areas, entry ways, public areas within the building</li> <li>• Areas with a record of accidents and incidents</li> <li>• Areas identified by assignment instructions</li> <li>• Members of the public</li> <li>• Persons influenced by drugs or alcohol</li> <li>• Known trouble-makers.</li> </ul>	

<p><b>Element 3: Determine apprehension of offenders</b></p> <p>3.1 <i>Identify if lawful arrest should be effected</i></p> <p>3.2 <i>Prepare for apprehension</i></p> <p><b>Element 4: Arrest offenders</b></p> <p>4.1 <i>Observe legal rights of the offender</i></p> <p>4.2 <i>Apprehend the offender</i></p> <p>4.3 <i>Search the offender</i></p> <p>4.4 <i>Maintain personal safety</i></p> <p>4.5 <i>Detain the offender</i></p> <p><b>Element 5: Fulfil administrative responsibilities</b></p> <p>5.1 <i>Complete necessary internal forms and reports</i></p> <p>5.2 <i>Cooperate with the authorities to process the offender</i></p> <p>5.3 <i>Cooperate with management in making recommendations to enhance patron and staff safety</i></p>	<p><i>Read logs and records</i> may include:</p> <ul style="list-style-type: none"> <li>• Determining the nature, scope, time and location of previous occurrences</li> <li>• Identifying individuals or groups involved, including staff and members of the public</li> <li>• Identifying previous responses taken by the host organisation and its effect.</li> </ul> <p><i>Equipment</i> may include:</p> <ul style="list-style-type: none"> <li>• Binoculars</li> <li>• Camera</li> <li>• Electronic surveillance equipment such as closed-circuit television</li> <li>• Communications equipment</li> <li>• Recording devices, such as audio and visual equipment.</li> </ul> <p><i>Plan the observation</i> could include:</p> <ul style="list-style-type: none"> <li>• Determining where to situate security staff and where to monitor/patrol</li> <li>• Calculating number of staff required</li> <li>• Identifying equipment and resources needed to complete the assigned task</li> <li>• Selecting optimum sites for observation</li> <li>• Nominating human and physical targets for observation and monitoring.</li> </ul> <p><i>Other staff or support services</i> could include:</p> <ul style="list-style-type: none"> <li>• Management</li> <li>• Security staff</li> <li>• Police</li> <li>• Emergency services</li> <li>• Private security companies.</li> </ul> <p><i>Identification cards</i> may include:</p> <ul style="list-style-type: none"> <li>• Staff identification (ID) cards</li> <li>• Visitor identification (ID) cards</li> </ul>
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	<ul style="list-style-type: none"><li>• Supplier identification (ID)</li><li>• Patron identification (ID)</li><li>• Police identification (ID).</li></ul> <p>Authorised access may relate to:</p> <ul style="list-style-type: none"><li>• Ensuring patrons do not enter back-of-house areas</li><li>• Ensuring patrons enter with correct ticketing</li><li>• Ensuring delivery drivers and suppliers access only the areas approved for them</li><li>• Ensuring staff who access are authorised to do so</li><li>• Ensuring staff only access restricted areas at authorised times</li><li>• Checking and confirming the authorisations offered by members of the public to gain access to restricted areas</li><li>• Challenging people found in restricted areas.</li></ul> <p><i>Monitor entry</i> may include:</p> <ul style="list-style-type: none"><li>• Identifying unwanted persons</li><li>• Identifying under-age persons</li><li>• Identifying drunk persons</li><li>• Ensuring patron numbers stay within prescribed limits</li><li>• Disallowing entry after certain times</li><li>• Checking identification of people who enter</li><li>• Recording details of people who enter, as required for special occasions.</li></ul> <p>Identify unattended items may include:</p> <ul style="list-style-type: none"><li>• Advising patrons in relation to unattended items</li><li>• Detecting and assessing unattended items</li><li>• Cordoning off area if items are deemed suspicious or dangerous</li><li>• Notifying the authorities.</li></ul>
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	<p><i>Observe people who are behaving suspiciously</i> may include:</p> <ul style="list-style-type: none"><li>• Complying with the requirements of assignment instructions</li><li>• Recording the activities of suspicious people</li><li>• Obtaining assistance to maintain surveillance of suspicious persons.</li></ul> <p><i>Respond to unlawful or suspicious incidents and people</i> may include:</p> <ul style="list-style-type: none"><li>• Identifying behaviour that constitutes an illegal act</li><li>• Identifying behaviour that constitutes unacceptable behaviour</li><li>• Asking people to modify their behaviour</li><li>• Asking people to leave the premises</li><li>• Recording evidence and obtaining proof</li><li>• Obtaining assistance, as required</li><li>• Notifying relevant authorities, as necessary.</li></ul> <p><i>Identify if lawful arrest should occur</i> may include:</p> <ul style="list-style-type: none"><li>• Identifying type of behaviour of person and assessing it against relevant legislation</li><li>• Establishing proof of an offence according to the 'rules of evidence'</li><li>• Establish justification for apprehension</li><li>• Discretionary powers of staff/officers.</li></ul> <p><i>Prepare for apprehension</i> may include:</p> <ul style="list-style-type: none"><li>• Determining if assistance is required</li><li>• Deciding if apprehension should occur by staff of the establishment, or the authorities</li><li>• Ensuring that members of the public and physical assets are protected from injury or damage when the arrest is made</li><li>• Determining the need to restrain or secure the offender once apprehended</li><li>• Complying with the requirements of host country legislation.</li></ul>
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	<p><i>Legal rights</i> of the offender must include:</p> <ul style="list-style-type: none"><li>• Right to know the reason for the arrest</li><li>• Compliance with 'reasonable force' requirements</li><li>• Right to be treated with respect and decency</li><li>• Right to privacy</li><li>• Right to protection of their safety.</li></ul> <p><i>Apprehend the offender</i> may include:</p> <ul style="list-style-type: none"><li>• Approaching the offender appropriately</li><li>• Identifying self</li><li>• Explaining reason for apprehension</li><li>• Explaining evidence/proof to support the arrest</li><li>• Giving offender choice to leave the premises, if an appropriate alternative</li><li>• Restraining or securing the person</li><li>• Complying with the requirements of host country legislation.</li></ul> <p><i>Search the offender</i> may include:</p> <ul style="list-style-type: none"><li>• Looking for items that may be used to cause harm to self or others</li><li>• Searching for evidence</li><li>• Complying with the requirements of host country legislation.</li></ul> <p><i>Personal safety</i> may include:</p> <ul style="list-style-type: none"><li>• Protecting self and others from injury</li><li>• Protecting physical assets from damage.</li></ul> <p><i>Detain the offender</i> may include:</p> <ul style="list-style-type: none"><li>• Maintaining safety of the detained person</li><li>• Protecting the rights of the detained person</li><li>• Rendering basic first aid, if required and if qualified in first aid</li></ul>
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	<ul style="list-style-type: none"> <li>• Informing management of the arrest</li> <li>• Recording the arrest in accordance with host establishment requirements</li> <li>• Complying with the requirements of host country legislation.</li> </ul> <p><i>Internal forms and reports may relate to:</i></p> <ul style="list-style-type: none"> <li>• Establishing clearly due legal cause in reports to police</li> <li>• Completing incident details and logs/registers</li> <li>• Complying with special requests from management or the authorities</li> <li>• Completing damage and loss assessment reports</li> <li>• Completing patrol logs and identifying security issues, breaches and potential risks</li> <li>• Assisting in filing insurance claims</li> <li>• Compiling witness statements</li> <li>• Complying with the requirements of the host country legislation.</li> </ul> <p><b>Assessment Guide</b></p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• Knowledge of the enterprise's policies and procedures in regard to security</li> <li>• Principles of detecting suspicious behaviour</li> <li>• Overview of host country and local by-laws legislation in relation to observation and apprehension of people</li> <li>• Ability to use observation and monitoring techniques</li> <li>• Ability to follow instructions</li> <li>• Interpersonal communication and problem solving skills.</li> </ul> <p><b>Linkages To Other Units</b></p> <ul style="list-style-type: none"> <li>• Perform basic First Aid procedures</li> <li>• Establish and maintain a safe and secure workplace</li> <li>• Maintain the security of premises and property</li> </ul>
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	<ul style="list-style-type: none"> <li>• Operate basic security equipment</li> <li>• Maintain the safety of premises and personnel</li> <li>• Provide for the safety of VIPs</li> <li>• Manage intoxicated persons</li> <li>• Escort, carry and store valuable items.</li> </ul> <p><b>Critical Aspects of Assessment</b></p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• Understanding of legislation of host country relating to the observation and monitoring of people</li> <li>• Understanding of legislation of host country relating to the apprehension and detention of members of the public by civilians and/or security staff</li> <li>• Demonstrated ability to plan and prepare for the observation and monitoring of staff and the public in and around the host establishment</li> <li>• Demonstrated ability to implement practical observation and monitoring activities relevant to designated situations</li> <li>• Demonstrated ability to identify suspicious persons</li> <li>• Demonstrated ability to respond to unlawful or suspicious incidents</li> <li>• Demonstrated ability to legally apprehend, search and detain offenders</li> <li>• Demonstrated ability to complete required internal and external reports and documentation.</li> </ul> <p><b>Context of Assessment</b></p> <p>This unit may be assessed on or off the job:</p> <ul style="list-style-type: none"> <li>• Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge</li> <li>• Assessment must relate to the individual's work area or area of responsibility.</li> </ul>
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**Resource Implications**

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

**Assessment Methods**

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

- Observation of practical candidate performance
- Role plays
- Case studies
- 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	1	Reading previous reports on surveillance and incidents
Communicating ideas and information	1	Talking to patron to encourage behaviour modification and/or asking patron to leave the premises
Planning and organising activities	1	Determining the observation and monitoring activities to be undertaken; determining the action to take when faced with a situation requiring the apprehension of a patron



	Working with others and in teams	1	Requesting assistance from staff, public or authorities; assisting in apprehending and detaining an offender
	Using mathematical ideas and techniques	1	Calculating times and costs involved in monitoring, observation and apprehension activities
	Solving problems	1	Deciding on a response to suspected illegal activities by patrons
	Using technology	1	Using surveillance and communication equipment