

<b>UNIT TITLE:</b> OPERATE BASIC SECURITY EQUIPMENT	<b>NOMINAL HOURS:</b> 30
<b>UNIT NUMBER:</b> D1.HSS.CL4.03	
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to select and operate security equipment and resources to provide a basic level of security within hospitality or tourism premises	
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>
<p><b>Element 1: Select and prepare security equipment for use</b></p> <p><b>1.1</b> Identify and access <i>security equipment</i> to complete designated <i>tasks</i> in accordance with <i>assignment instructions</i> and <i>organisational requirements</i></p> <p><b>1.2</b> Perform <i>pre-operational checks</i> to equipment</p> <p><b>1.3</b> Identify, rectify or replace <i>faulty and damaged equipment</i></p> <p><b>1.4</b> Identify and notify the need for training to the <i>appropriate person</i></p> <p><b>Element 2: Operate security equipment</b></p> <p><b>2.1</b> Select, use and maintain appropriate <i>personal protective equipment</i> and clothing</p> <p><b>2.2</b> Comply with all <i>legislated and internal requirements</i></p> <p><b>2.3</b> <i>Operate security equipment</i> in a safe and controlled manner</p> <p><b>2.4</b> <i>Monitor surveillance equipment</i></p> <p><b>2.5</b> <i>Test alarm sectors</i> according to assignment instructions</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 the selection and operation of security equipment and resources to ensure a level of security 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>Security equipment</i> may include:</p> <ul style="list-style-type: none"> <li>• Communication equipment, such as a two-way radio, telephone, mobile telephone, megaphone, public address system</li> <li>• Office equipment, such as a computer, facsimile, photocopier</li> <li>• Security equipment, such as electronic screening equipment, video cameras and monitors, alarms and signals, motion sensors, personal duress alarms, static alarms</li> <li>• Personal protective equipment and clothing</li> <li>• Vehicles, including cars, vans, motorcycles</li> <li>• Fire extinguisher</li> <li>• First aid kit.</li> </ul>

**Element 3: Maintain security equipment and resources**

- 3.1 Return security equipment to operational condition
- 3.2 Clean, maintain and store security tools and equipment
- 3.3 Report faulty or damaged security equipment and items
- 3.4 Arrange back-up systems for faulty or damaged security equipment and items
- 3.5 Complete *internal records and reports* relating to security

*Tasks* may include:

- Routine security monitoring of premises
- Crowd control
- Screening of property and people
- Escort of people and property
- Controlling exit and access to premises
- Responding to alarms
- Preparing documents and reports.

*Assignment instructions* may include:

- Instructions from supervisor/management
- Specific client requirements
- Assignment objectives and timeframes
- Work tasks and procedures
- Resource and equipment requirements
- Reporting and documentation requirements
- Maintenance schedules
- Personal protective clothing and equipment requirements.

*Organisational requirements* may include:

- Legal and organisational policy and procedures, including personnel practices and guidelines
- Organisational goals, objectives, plans, systems and processes
- Legislation relevant to the operation, incident and/or response
- Employer and employee rights and responsibilities

- Business and performance plans
- Vehicle policy and procedures
- Policies and procedures relating to own role, responsibility and delegation
- Quality and continuous improvement processes and standards
- Client service standards
- Defined resource parameters
- Occupational health and safety policies, procedures and programs
- Emergency and evacuation procedures
- Duty of care, code of conduct, code of ethics
- Access and equity policy, principles and practice
- Records and information systems and processes
- Communication channels and reporting procedures.

*Pre-operational checks* may relate to:

- Checking log books, maintenance register
- Reading manufacturer's instructions
- Observing and monitoring noise levels for correct operation
- Cleaning, priming, tightening, basic repairs and adjustments
- Minor vehicle maintenance, such as checking of oils, water, fuel, tire pressure
- Identification and segregation of unsafe or faulty equipment for repair or replacement.

*Faulty and damaged equipment* may relate to:

- Missing items
- Flat batteries

- Items that have not yet been serviced in response to maintenance/service requests
- Items that are not operating or performing as intended by the manufacturer
- Obtaining fully operational alternatives.

*Appropriate person* in relation to security training may include:

- Security personnel
- Supervisors and management
- Manufacturers
- External security companies and consultants.

*Personal protective equipment* may include:

- Body armour
- Protective shield
- Masks
- Safety boots
- Head protection
- Safety glasses
- Knee pads
- Gloves.

*Legislated and internal requirements* may include:

- Legislation, regulations, codes and guidelines of the host country as they apply to security
- Licensing arrangements regarding the use of security equipment
- Complying with applicable standards, quality assurance and certification obligations.

*Operate security equipment* may include:

- Entering information into computerised systems according to software instructions and standard operating procedures
- Utilising equipment such as intrusion alarm systems, fire systems and alarms/detectors
- Exercising personal control in the application of security items, where applicable
- Using all security equipment and items only for its designated and specified purpose/s.

*Monitor surveillance equipment* may include:

- Setting up equipment in accordance with manufacturer's instructions
- Scheduling regular monitoring periods
- Actively monitoring the surveillance equipment by adhering to the approved monitoring schedule
- Recording evidence of scheduled monitoring activities
- Check and assess computer information and data for reliability and accuracy
- Updating information/data as required on a regular basis.

*Testing alarm sectors* may include:

- Conducting tests in accordance with designated testing schedules
- Involving external security support companies where faults are identified in the testing procedure
- Recording evidence of testing activities.

*Internal records and reports* may relate to:

- Operational details
- Equipment faults and diagnosis
- Alarm generations

- Repairs and/or servicing undertaken
- Recommended repairs or disposal of equipment
- Testing and inspection results
- Materials used, parts and components replaced
- Costing of security equipment, maintenance and operation.

#### **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 the premises' security
- Principles of building and personal security, including basic fire-fighting techniques
- Knowledge of the legislation of the host country that impacts on the delivery of security provision
- Ability to use security techniques to optimise security provision within the host enterprise
- Use of site and monitoring equipment, including data entry to such equipment
- Ability to undertake basic repairs of security equipment and ability to identify when external professionals are needed to effect repairs
- Ability to identify security equipment and system faults.

#### **Linkages To Other Units**

- Maintain the security of premises and property
- Maintain the safety of premises and personnel
- Provide for the safety of vips
- Plan and conduct an evacuation of premises
- Follow safety and security procedures.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- Understanding of the security-related legislation of the host country
- Demonstrated ability to check and prepare security equipment and items ready for use
- Demonstrated ability to use nominated items of security equipment in nominated simulated workplace situations
- Demonstrated ability to monitor designated surveillance equipment and respond appropriately to situations that emerge
- Demonstrated ability to perform basic repair functions on nominated items of security equipment
- Demonstrated ability to conduct a successful test of nominated alarms and take appropriate action based on the results of the test
- Demonstrated ability to complete nominated records as required by the host enterprise and the legal requirements of the host country.

**Context of Assessment**

Assessment must ensure:

- Actual or simulated workplace application of security scenarios/activities, including actual or simulated breaches of security.

**Resource Implications**

Training and assessment must include the use of real security items and equipment; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

	<p><b>Assessment Methods</b></p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"> <li>• Observation of practical candidate performance</li> <li>• Practical identification of real or simulated system faults</li> <li>• Practical implementation of basic repairs to security items</li> <li>• Case studies</li> <li>• Role plays</li> <li>• Oral and written questions</li> <li>• Third party reports completed by a supervisor</li> <li>• Project and assignment work.</li> </ul> <p><b>Key Competencies in this Unit</b></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>		
	<p><b>Key Competencies</b></p>	<p><b>Level</b></p>	<p><b>Examples</b></p>
	<p>Collecting, organising and analysing information</p>	<p>1</p>	<p>Observe events and record same for later analysis</p>
	<p>Communicating ideas and information</p>	<p>1</p>	<p>Discuss information and ideas with colleagues and supervisors</p>
	<p>Planning and organising activities</p>	<p>1</p>	<p>Schedule and arrange repairs and maintenance of equipment and items</p>



	Working with others and in teams	1	Perform security functions cooperatively to ensure that all nominated assignment tasks are completed
	Using mathematical ideas and techniques	1	Calculate statistics to assist with performance evaluation and analysis
	Solving problems	1	Fix equipment breakdowns and faults
	Using technology	1	Use computerised security systems