

UNIT TITLE: PROVIDE FOR THE SAFETY OF VIPs	NOMINAL HOURS: 40
UNIT NUMBER: D1.HSS.CL4.06	
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to ensure the safety of nominated VIPs on the premises including escorting them to, in and from the premises and ensuring their safety during their stay	
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
<p>Element 1: Prepare for visits by VIPs</p> <p>1.1 Identify the <i>nature of the visit</i> by the <i>VIP</i></p> <p>1.2 Liaise with <i>relevant people</i> regarding the visit</p> <p>1.3 Identify <i>factors impacting on VIP safety</i> while at the premises</p> <p>1.4 Create <i>safety plans</i> for the VIP visit</p> <p>1.5 Identify <i>resources</i> required to support safety plans</p> <p>1.6 Acquire necessary <i>surveillance and communication equipment</i></p> <p>1.7 Select <i>staff to provide for VIP safety</i></p> <p>1.8 Provide <i>information to staff</i> in relation to VIP safety and plans</p> <p>1.9 Establish <i>media liaison facilities and procedures</i></p> <p>1.10 Conduct <i>drills to trial safety plans</i></p> <p>Element 2: Implement plans for VIP safety</p> <p>2.1 Apply <i>pre-arrival preparations</i></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 staff within the labour divisions of the hotel and travel industries who are required to ensure the safety of VIPs 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>Nature of the visit</i> may include:</p> <ul style="list-style-type: none"> • Day and date of the visit • Time and duration of the visit • Reason for the visit • Number, names and positions of others accompanying the VIP. <p>A <i>VIP</i> may include:</p> <ul style="list-style-type: none"> • Royalty – local and foreign

<p>2.2 Conduct <i>final pre-arrival checks</i></p> <p>2.3 <i>Meet and escort VIPs</i></p> <p>2.4 Maintain the <i>safety of VIPs during stay</i></p> <p>2.5 Facilitate <i>departure of VIPs</i></p> <p>Element 3: Conduct evaluation of plans following departure of VIP</p> <p>3.1 <i>De-brief staff</i> who were involved with project</p> <p>3.2 <i>Analyse responses to breaches</i> of safety that occurred</p> <p>3.3 Prepare draft safety plans for future VIP visits on the basis of feedback received and analysis undertaken</p>	<ul style="list-style-type: none"> • Heads of state – local and foreign • Politicians – local and foreign • Pop/rock stars – local and foreign • Film stars – local and foreign • Sporting stars – local and foreign • Celebrities – local and foreign. <p><i>Relevant people</i> may include:</p> <ul style="list-style-type: none"> • VIP managers and handlers • Local authorities including police • Staff and entourage accompanying the VIP • Security staff engaged by the VIP • Security staff engaged by the authorities • Government/embassy staff. <p><i>Factors impacting on VIP safety</i> may include:</p> <ul style="list-style-type: none"> • Access to the premises relating to crowd control – including blocking of access by protestors and/or fans • Physical hazards that may exist within the premises - slippery floors, heights, stairs • Mobbing – and crushing problems • Demonstrations – including potential for conflict, projectiles and delays • Media presence – relating to privacy and confidentiality issues • Visual lines-of-sight – and considerations relating to cameras, snipers and shooters • Drugs and excessive alcohol consumption – relating to venue response where vip is affected by drugs or excessive alcohol • Members of the public causing nuisance and/or threat • Weather and darkness – including consideration of how these elements impact on the level of safety • Assault.
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Safety plans may include:

- Preparing necessary 'prior to arrival', 'on arrival', 'during stay' and 'on departure' procedures
- Liaison with relevant people
- Identifying roles and responsibilities
- Verifying appropriate insurance is in place to cover identified contingencies
- Allocating individuals to VIPs
- Communication strategies
- Preparing running sheets – 'on arrival', 'during stay' and 'on departure'
- Controlling ingress and egress – including identification of restricted and 'no-go' zones, rear-of-premises access, staffing of doors, restricting movement of members of the public and unauthorised persons
- Identification and tagging of authorised personnel – including security checks of same
- Identification of appropriate uniforms, personal appearance and interpersonal skills for staff
- Screening of mail (including emails and faxes), parcels, vehicles and telephone calls
- Emergency response procedures – such as trigger points for 'lockdown' and 'flee' responses
- Evacuation procedures – including safe transport arrangements, safe route and safe evacuation point/s based on differing threat types.

Resources may include:

- Personnel – internal and external including those provided by VIP including security checks as required
- Transport – to, within and from the host establishment
- Firearms and 'less than lethal' equipment – such as batons, sprays, restraints, handcuffs
- Protective equipment – including helmets and shields

	<ul style="list-style-type: none"> • Communication equipment – portable radios, mobile telephones and land-line telephones • Electronic surveillance and detection equipment • Facilities to screen areas and restrict access and vision • Authorities to over-ride traditional internal scopes of authority • Plans and maps of the layout of the host establishment and environs • External assistance for road closures, crowd control, identification checking, access limitation – private security companies and local authorities, including police • Personnel to undertake checks of premises - dog searches, physical searching, electronic surveillance, staff checks, checks on vehicles entering site • Rosters for staff • Running sheet to guide security activities. <p><i>Surveillance and communication equipment may include:</i></p> <ul style="list-style-type: none"> • Electronic surveillance equipment • Electronic detection equipment • Closed circuit televisions, recorders and monitors • Portable radios, mobile telephones and land-line telephones • Patching facilities into communications systems used by support agencies and personnel • Establishment of a control and communications room • Conducting tests of all surveillance and communications equipment. <p><i>Staff to provide for VIP safety may include:</i></p> <ul style="list-style-type: none"> • External security companies and guards • Police • Personal bodyguards • Internal security staff
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	<ul style="list-style-type: none"> • Staff provided by, or accompanying VIP • Security checks • Identification of authorised staff. <p><i>Information to staff</i> may include:</p> <ul style="list-style-type: none"> • Providing details of visit and VIP on a ‘need to know’ basis only • Maintaining secrecy regarding preventative measures that have been taken • Advising of changes to standard operating procedures – including revisions to restricted areas, new no-go zones, allocation of standard duties to other personnel • Advising of emergency and evacuation procedures that have been established • Notifying staff of drills to be undertaken prior to actual arrival of VIP • Prohibiting taking of photographs and seeking of autographs • Prohibiting staff contact with media. <p><i>Media liaison facilities and procedures</i> may include:</p> <ul style="list-style-type: none"> • Preparing media releases • Procedures for media contact in the event of problems, emergencies, or breaches of security • Nominating single media contact person for the host establishment. <p><i>Drills to trial safety plans</i> may include:</p> <ul style="list-style-type: none"> • Practicing emergency procedures • Implementing all details of the safety plans that have been developed • Involving outside agencies and personnel • Testing communications and surveillance equipment and protocols • Conducting response trials focusing on potential/probable safety breaches • Staging simulated breaches of security to test responses • Revising safety plans on the basis of feedback/observation of trials • Re-running drills based on alterations made to safety plans on the basis of observation
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and feedback.

Pre-arrival preparations may include:

- Training staff in required responsibilities and tasks – including use of relevant equipment, application of designated protocols
- Supplying necessary food and beverages
- Providing necessary support facilities – toilets, wash room, make-up room, media interview room, change room
- Erecting barricades and cordoning off areas in accordance with safety plan
- Restricting public access in accordance with safety plan
- Implementing re-allocation of duties and standard operating procedures in accordance with safety plan.

Final pre-arrival checks may include:

- Confirming functional operation of communications and control centre
- Keying off lifts in accordance with safety plan
- Conducting sweep of area for suspicious packages and unauthorised persons
- Confirming identity of all persons within restricted areas
- Checking locked areas
- Confirming lines of sight are protected and/or available as required
- Conducting communication checks
- Confirming key personnel are in position in accordance with safety plan
- Confirming security of all areas in accordance with safety plan
- Up-dating staff of last minute changes
- Issuing ‘all clear’ notification.

Meet and escort VIPs may include:

- Securing arrival area and entry route to ‘first arrival’ location
- Identifying VIP/VIPs

- Integrating and liaising with external security staff to facilitate arrival
 - Handling secure entry to building
 - Monitoring crowds and observing environment for threats – including intoxicated persons, drug-affected persons, persons causing public nuisance, political activists, mentally deranged persons
 - Notifying communication and control room of threats, progress and deviations from scheduled running sheet
 - Requesting assistance where threat or problems arise
 - Matching security level to degree of threat or danger identified
 - Adapting security procedures on the basis of VIP requests and preferences, where possible
 - Accompanying VIPs to designated ‘first arrival’ location
 - Confirming security of ‘first arrival’ location
 - Handing over security at ‘first arrival’ location to designated ‘first arrival’ location staff.
- Safety of VIPs during stay* may include:
- Conducting on-going sweeps and searches
 - Maintaining restricted access to facilities and no-go zones
 - Confirming security protocols are being adhered to
 - Checking identification of persons in the vicinity
 - Liaising with external security staff and authorities
 - Maintaining vigils on doors, windows and other designated locations – inside and outside the building
 - Checking vehicles – including vehicles entering the premises and those parked close by
 - Removing unauthorised vehicles and persons
 - Screening calls, communications and deliveries to VIPs

- Restricting the movement of VIPs where security is compromised
- Escorting staff who are serving VIPs
- Providing static protection services
- Maintaining surveillance, communication and monitoring activities in accordance with safety plan
- Modifying standing plans in response to threats or other issues arising
- Providing notification to staff of progress and changes to plans and previous advices.

Departure of VIPs may involve:

- Keying off lifts in accordance with safety plan
- Conducting sweep of area for suspicious packages and unauthorised persons
- Confirming identity of all persons within restricted areas
- Checking locked areas
- Confirming lines of sight are protected and/or available as required
- Conducting communication checks
- Confirming key personnel are in position in accordance with safety plan
- Confirming security of all areas in accordance with safety plan
- Up-dating staff of last minute changes
- Issuing 'all clear/ready to exit' notification
- Integrating and liaising with external security staff to facilitate departure
- Handling secure departure from rooms and building
- Monitoring crowds and observing environment for threats – including intoxicated persons, drug-affected persons, persons causing public nuisance, political activists, mentally deranged persons
- Notifying communication and control room of threats, progress and deviations from scheduled running sheet
- Requesting assistance where threat or problems arise

- Matching security level to degree of threat or danger identified
- Adapting security procedures on the basis of VIP requests and preferences, where possible
- Accompanying VIPs to designated departure location
- Confirming security of departure location
- Checking vehicles – including vehicles entering the premises and those parked close by
- Removing unauthorised vehicles and persons
- Handing over security at departure point to other designated security staff.

De-brief staff may include:

- Meeting with internal staff involved in security to discuss security procedures that were implemented with a view to identifying security breaches and improving planning and responses for future VIP events
- Obtaining feedback from external security staff and authorities.

Analyse responses to breaches may include:

- Watching and analysing video-tape of the event – arrival, during the stay and departure
- Interviewing staff involved in the security event
- Interviewing persons who breached security
- Answering standard security questions, such as: why did it happen? Who was involved? Where did it happen? What happened as a result? What could have happened as a result? How can it be prevented in the future? Was it an equipment or human failure?

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 and visiting VIPs
- Understanding of host country legislation in relation to the carrying and use of

	<p>weapons, and the apprehension and detention of offenders</p> <ul style="list-style-type: none"> • Principles of security, personal observation, detection and electronic surveillance • Ability to use security equipment including weapons, electronic equipment and personal protection and safety equipment • Ability to undertake a risk and treat assessment • Ability to liaise with other people, companies and the authorities • Ability to use interpersonal and communication skills • Ability to use planning skills • Ability to respond to emergency situations • Ability to use crowd control techniques. <p>Linkages To Other Units</p> <ul style="list-style-type: none"> • Maintain the security of premises and property • Operate basic security equipment • Manage intoxicated persons • Escort, carry and store valuable items. <p>Critical Aspects of Assessment</p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • Demonstrated ability to prepare and undertake a trial of a safety plan for the visit of a nominated VIP • Demonstrated ability to identify and use the surveillance, detection and communication equipment required to provide for the safety of a nominated VIP • Demonstrated ability to liaise with media, authorities and external service providers in relation to the visit of a nominated VIP • Demonstrated ability to undertake pre-arrival security and other related preparations for a nominated VIP • Demonstrated ability to conduct internal and external pre-arrival security checks for the
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	<p>visit of a nominated VIP</p> <ul style="list-style-type: none"> • Demonstrated ability to meet and safely escort a nominated VIP to a designated ‘first arrival’ location • Demonstrated ability to protect the safety of a nominated VIP during an identified length of stay at a designated establishment • Demonstrated ability to provide secure escort and protection services for a nominated VIP on departure from the establishment at the conclusion of a stay • Demonstrated ability to evaluate and improve safety plans following the stay of a nominated VIP at a designated establishment.
	<p>Context of Assessment</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> • Actual or simulated workplace application of security and safety procedures which must include ‘on arrival’, ‘during stay’ and ‘on departure’ activities for a nominated VIP. <p>Resource Implications</p> <p>Training and assessment must include actual security and safety equipment and people within simulated 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 • Role plays • Case studies • Simulated exercises • Oral and written questions • Third party reports completed by a supervisor • Project and assignment work.

	Key Competencies in this Unit <i>Level 1 = competence to undertake tasks effectively</i> <i>Level 2 = competence to manage tasks</i> <i>Level 3 = competence to use concepts for evaluating</i>		
	Key Competencies	Level	Examples
	Collecting, organising and analysing information	3	Evaluating existing safety plans for upcoming VIP visits
	Communicating ideas and information	2	Conveying safety plan contents to others
	Planning and organising activities	3	Creating safety plans for VIP visit
	Working with others and in teams	3	Liaising with external personnel and authorities to determine threat levels; liaising with internal personnel to ensure safety and security of visiting VIP/s
	Using mathematical ideas and techniques	1	Rostering staff to implement safety plans
	Solving problems	2	Revising safety plans on the basis of trials and past events; responding to emerging threats
	Using technology	1	Using communication, surveillance and detection equipment