

COAST TRAINING SECURITY CANDIDATE TRAINING AND ASSESSMENT PLAN	
NAME & PHONE	
Qualification	CPP20218 - Certificate II in Security Operations (Release 2)
Course location	
Starting Date	
Your Contact	roman@emc.edu.au
RTO Administration contact	Queensland em@emc.edu.au
RTO Manager	Philip Denmeade 0409238080 info@emc.edu.au
<p>Hi. Before you start on the course towards a new career or better job, we need an idea of what your abilities and skills are, so a plan can be developed to make sure you get the best chance to succeed. This plan will detail your most suitable pathway and the amount of training required. Upon starting we will reassess after the first unit is completed.</p> <p>Our advertised course format and how long it runs for is based on the capabilities of the most common student we see. One aged about 30 with extensive life experience, year 10 and past employment which has given the student directly skills and knowledge directly relevant to the security industry. Not everyone matches this so the amount of training is adjusted to you.</p> <p><b>Qualification Description</b>  A security officer, maintains safety and security by patrolling, protecting or guarding property while unarmed, and screening entry, monitoring behaviour and removing persons from premises.  They can be a:</p> <ul style="list-style-type: none"> <li>• security officer</li> <li>• unarmed guard</li> <li>• crowd controller</li> </ul> <p>It provides a pathway to further learning and work in various security roles and settings including:</p> <ul style="list-style-type: none"> <li>• armed guarding</li> <li>• cash-in-transit</li> <li>• close protection</li> <li>• control room operations</li> <li>• guard dog handling.</li> </ul> <p>Security officers may work alone or work in a team environment under general supervision, operating with limited autonomy and judgement to complete routine but variable tasks, with some accountability and responsibility for their own outputs, work and learning.</p> <p><b>We can make reasonable adjustment</b> if you have cultural, physical, economic, time, age, personality, employment or areas of interest issues. Examples include:</p> <ul style="list-style-type: none"> <li>• easier access for a temporary injury</li> <li>• <i>note-taking support</i></li> <li>• <i>course material in alternative formats — electronic, large</i></li> <li>• <i>use of laptop for assessments</i></li> <li>• <i>extra time for assessments or alternative assessment tasks</i></li> <li>• <i>ergonomic chair/desk</i></li> <li>• <i>use of assistive technology</i></li> </ul>	
Is there reasonable adjustment we should consider?	

Do you have any trouble reading? Explain the issue.			
Explain any learning difficulties that you think we should be aware of?			
List any training courses since leaving school? If yes, what type.			
Detail any physical impairment that may impact on your ability to complete the training?			
Detail any medical condition that may impact your ability to train? (Let us know if this changes)			
Tell us about your skills. (tick the box most appropriate to you)			
I can ...	Yes	Sometimes	No
understand signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
fill in a time sheet at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
count and check change when shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
send a text message with an attached photo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
use the internet to get a business telephone number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
fill in a leave application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
read a staff memo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
use a computer to email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
use a calculator for + – x ÷	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
read a newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
read a work roster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
follow instructions for mixing a solution or to follow a recipe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
read a Google map or street directory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
read and understand an MSDS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
use an equipment manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
complete a log book	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
write an incident report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACSF skill level indicator	<b>2.01 2.02 2.03 2.04 or 1.07 1.08</b>		

**What areas do you need to improve?**

**Language, literacy, numeracy Assessment - Stay safe in the workplace**

**Please read the following paragraph and then answer the questions below**

Pacific Fair is a large shopping complex that employs approximately 7000 workers and had a total revenue of \$18.5 million in 2019. In recent years the company had become increasingly concerned about workplace safety as there had been a growing number of incidents, including one death in 2018. Pacific Fair was extremely concerned about this and the company's management was committed to improving the safety of their workers. In 2019 they undertook a large scale training program to educate their workforce about work safety. According to the CEO, Gary Taylor, the focus of the program was the slogan 'workplace safety is everybody's business'. Mr Taylor stated that the company specifically worked at including every individual in the work safety program. Some successful aspects of the program included:

- All workers were given the opportunity to offer their point of view on what would make a difference to their safety in the workplace.
- All workers were retrained in aspects of safety.
- A system of rewards was offered to work teams that demonstrated a decrease in the number of workplace incidents.
- New workers were provided with extensive training in the correct use of equipment.

Although considered to be successful, the workplace safety program is very expensive (approximately 3% of revenue in 2019). However, the costs involved in not having a safe workplace are also very high.

Approximately how many workers are employed at Pacific Fair?

In what year did the death of a worker occur?

What was Pacific Fair's management committed to?

Who is the CEO of Pacific Fair?

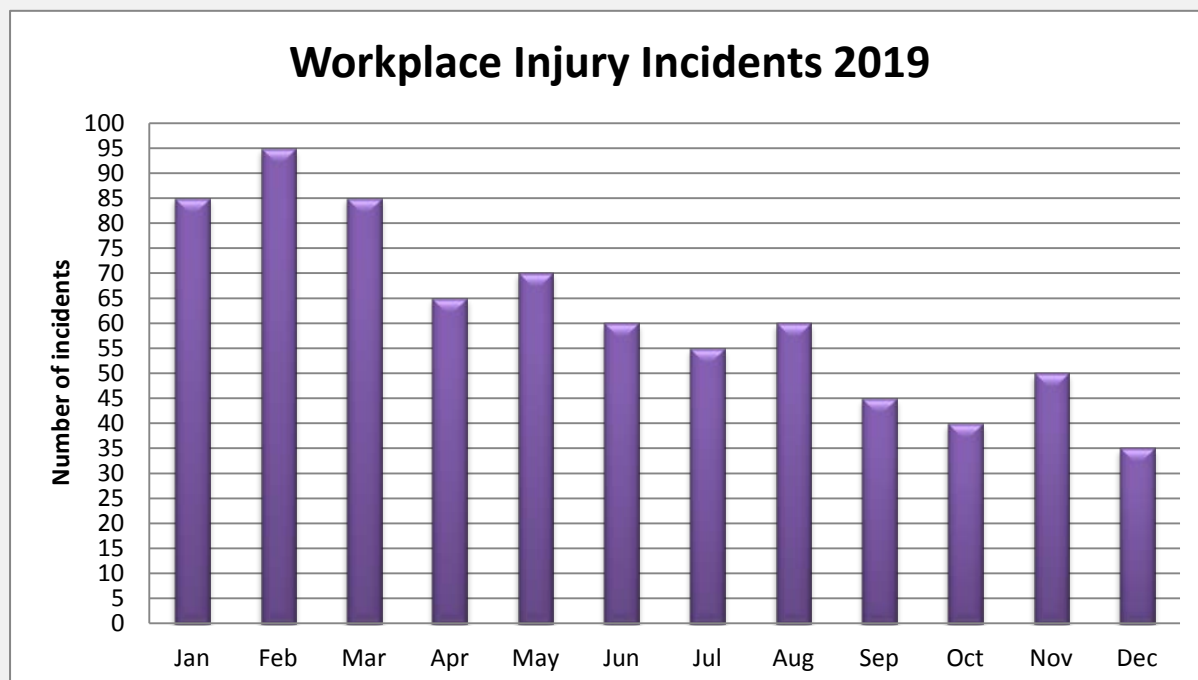
Note two (2) successful aspects of the workplace safety program.

6. The main purpose of this text is:

- to persuade     to inform     to complain

Approximately how much was spent on work safety in 2019? Show how you work out your answer.

The following graph shows the number of workplace injury incidents during 2019. This covers all incidents ranging from very minor incidents (e.g. cuts and bruises) to more serious ones requiring hospitalisation. Look at the graphs and answer the following questions.



Which month had the highest number of workplace injuries?

Which month had the lowest number of workplace injuries?

What was the total number of injuries in September and October combined? Show your working out

What is the difference in the number of incidents between July and October? Show your working

What is the general trend in the number of incidents?

Between which two (2) months did the injuries reduce by 50%?

In September 2019, 15 workers reported with back injuries. What fraction and percentage was this of the total for that month? Show your working.

Do you think that the safety program was effective? Explain your answer.

1. How many grams are in one kilogram? Circle the correct answer.			
a. 100			
b. 1000			
c. 1200			
d. 900			
e. 600			
2. If 10% of a number is 100, what is the number? Circle the correct answer.			
a. 10			
b. 100			
c. 1,000			
d. 10,000			
e. 100,000			
3. One (1) metre (m) is equal to _____ centimetres (cm). Circle the correct answer.			
a. 10,000 cm			
b. 1,000 cm			
c. 100 cm			
d. 10 cm			
e. 1cm			
4. Calculate the pulse rate (heart beats per minute) of a patient if the patient's heart beats at 10 beats every 10 seconds. Circle the correct answer.			
a. 10			
b. 20			
c. 60			
d. 100			
e. 120			
45÷5=		12x6=	
		38-8=	
		195+34=	
Skill	Support Note the level of support given, if any, during assessment	Notes	ACSF level of performance
Learning			
Reading			
Writing			
Oral communication			
Numeracy			
COMPLETED BY		DATE AND INITIALS	
Provide information about support services available to students and any cost associated with them.(Reading writing hotline 1300655506) or SEE program. You are eligible if you are 15 to 64 years old, are registered as a job seeker with DHS, are not a full-time student, meet the rules on visa status and benefits			

National code	Certificate II in Security Operations (Release 2) CPP20218	Pathway to CPP40707
CPPSEC2101	Apply effective communication skills to maintain security	Core
CPPSEC2102	Apply legal and procedural requirements to work effectively within a security team	Core
CPPSEC2103	Apply WHS, emergency response and evacuation procedures to maintain security	Core
CPPSEC2104	Apply risk assessment to select and carry out response to security risk situations	Core
CPPSEC2105	Provide quality services to a range of security clients	Core
CPPSEC2106	Protect self and others using basic defensive techniques	Core
CPPSEC2107	Patrol premises to monitor property and maintain security	Core
CPPSEC2108	Screen people, personal effects and items to maintain security	Core
CPPSEC2109	Monitor and control access and exit of persons and vehicles from premises	Core
CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security	Core
CPPSEC2111	Apply security procedures to manage intoxicated persons	Core
CPPSEC2112	Apply security procedures to remove persons from premises	Core
CPPSEC2113	Escort and protect persons and valuables	Core
HLTAID003	Provide first aid	Core

SKILL AND KNOWLEDGE SELF ASSESSMENT		Recognition of Prior Learning					
Industry experience is recommended to start the course. We need evidence to determine how much training is required. Describe your last three jobs. Include role & duties relevant to security							
1	<i>Example: McDonalds doing customer service in the evenings with intoxicated customers and helping people.</i>						
2							
3							
What type of evidence can you supply to support what you have written above?							
LICENCES	RESUME	COMPANY LETTER	QUALIFICATIONS				
Indicate your existing level of skill in these tasks. Tick 1 per line 1: Never 2: Rarely 3: Occasionally 4: Frequently 5: Continuously			1	2	3	4	5
Applying effective communication to help a co worker							
Interpreting a workplace procedure guide or manual							
Assessing and recording workplace dangers							
Dealing with and reducing conflict							
Responding correctly to a dangerous situation							
Completing a written report							
Providing a service to customers							
Keeping a place secure							
Being a team player on a small group							
Leading through a challenge							
Dealing with an intoxicated person							
Controlling a person causing a risk							
Operating electronic equipment							
The trainer/assessor may conduct a phone interview to verify your experience.						YES	NO
Is your experience in the last 4 years?							
Have you completed a security training course in the last 5 years							
Do you hold any certificates?							
Do you have a current qualification?							
Have you held a security licence in the last four years?							
Are you entering the security industry for the first time this year?							
Do you have a current first aid.							
Do you have other significant safety industry experience							
LOW	Level of experience					HIGH	

Trainer Assessor skills assessment (Security)			
ASSESSOR		STUDENT	
Tick Recommended pathway based on <b>Strengths</b>	FOUNDATION SKILLS TRAINING	SECURITY (CERT 2)	SECURITY (CERT 3)
Safety workplace knowledge			
Conflict negotiation experience			
Safety response experience			
Report preparation experience			
Empty hand technique ability			
Lead small teams planning			
Operate basic security equipment			
<b>Capacities</b>			
SECURITY WORKPLACE EXPERIENCE			
SECURITY TECHNICAL KNOWLEDGE			
SECURITY SKILLS			
UNDERPINNING CORE SKILLS			
<b>Aspirations</b>			
<b>Supported Training path way recommendation</b>			
<ul style="list-style-type: none"> <li>Which pathway is the student most likely to complete and recommendation?</li> <li>Will the pathway provide value for money for the investment in training?</li> </ul>			
NOT START TRAINING AT ALL (eg unsuitable career path)			
FOUNDATION SKILLS <i>This may be appropriate for a learner who is assessed as both not ready for a vocational pathway and whose core skill levels are equivalent to, or below, levels one or two of the Australian Core Skills Framework.</i>			
SECURITY CERTIFICATE 2 (Multiple units)			
SECURITY CERTIFICATE 2 (Full course)			
SECURITY CERTIFICATE 3			
Program duration	Planned program duration for delivery and assessment is: <input type="checkbox"/> 1 months <input type="checkbox"/> 2 months <input type="checkbox"/> 4 months <input type="checkbox"/> 6 months		
<b>'volume of learning'</b> <i>identifies the duration of activities required for the achievement of learning outcomes. 'amount of training' relates to formal teaching and learning activities.</i>	Total volume of learning for beginner <input type="checkbox"/> 600 hours (Cert2) Starting point VOL for our cohort is 381 hours Starting point training is 127 hours The nominal amount of scheduled training for the course: <input type="checkbox"/> 70 hours <input type="checkbox"/> 127 hours <input type="checkbox"/> 140 hours <input type="checkbox"/> 150 hours ex: Training Hours (127) + Home study etc(254) = Total VOL (381)		
Mode of delivery TRAINING	In classroom ('off the job') for some components of training for knowledge evidence.	HOURS	
	face-to-face in a simulated workplace environment for required performance and knowledge evidence		
	On the job training for practical experience		
	Tutorials for knowledge evidence.		
Home study time required	<i>Comment</i>		





<b>What is the Certificate 3 Guarantee?</b>
The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident, or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training
<b>Boost funding conditions?</b>
<ul style="list-style-type: none"> <li>• Be unemployed and need new skills to obtain a job or</li> <li>• Be at risk of losing their job and require reskilling to move to alternative employment opportunities or</li> <li>• Be working, but looking to increase hours of work or shift from part-time to full-time employment.</li> </ul>
<b>How we assess you?</b>
With written knowledge questions, practical assessment in a simulated workplace requiring PPE and team exercises.
<b>Policies and procedures</b>
See the supplied student handbook which has the refund and complaints policy.
<b>Your obligations including what you must supply</b>
In student handbook: There is a standard of behaviour required, dress code and you must wear clean casual clothes and enclosed footwear. Bring a hat and suitable identification
<b>Licence requirements</b>
<p>To be eligible for a licence, you must:</p> <ul style="list-style-type: none"> <li>• be 18 years or older</li> <li>• not pose a risk to public safety</li> <li>• pass the required training course.</li> <li>• You are not eligible for a licence if you have been convicted of a disqualifying offence in the past 10 years, where a conviction was recorded.</li> <li>• You must also tell us if you have been found guilty of a disqualifying offence in the past 5 years, where a conviction was not recorded (this is known as an 'unrecorded finding of guilt'). We may ask you for further information so we can assess if you are a suitable person to hold a licence.</li> </ul>
<b>How to apply for a licence?</b>
<p>When you lodge the form, you will need identification. These documents must be either original (if lodged at the counter) or certified copies. Must include at least 1 of the following 5 documents:</p> <ul style="list-style-type: none"> <li>• Birth certificate or extract</li> <li>• Passport</li> <li>• ImmiCard</li> <li>• A driver's licence</li> <li>• An 18+ card.</li> </ul> <p>You may also need to include some of the following documents to make up your 100 points:</p> <ul style="list-style-type: none"> <li>• Citizenship certificate</li> <li>• An ID card</li> <li>• A social security card</li> <li>• A letter from your employer</li> </ul>

Core units and planned training time based on cohort experience. This has reduced the planned volume of learning to 381 hrs subject to review after 1 <sup>st</sup> unit		Nominal hours	Amount of training	Planned self study time	Revised Class time after review	Revised self study time
CPPSEC2101	Apply effective communication skills to maintain security	20	10	20	10	20
CPPSEC2102	Apply legal and procedural requirements work effectively within a security team	40	10	20		
CPPSEC2103	Apply WHS, emergency response and evacuation procedures maintain security	20	10	20		
CPPSEC2104	Apply risk assessment to select and carry out response to security risk situations	35	10	20		
CPPSEC2105	Provide quality services to a range of security clients	8	4	8		
CPPSEC2106	Protect self and others using basic defensive techniques	24	12	24		
CPPSEC2107	Patrol premises to monitor property and maintain security	8	12	24		
CPPSEC2108	Screen people, personal effects and items to maintain security	24	12	24		
CPPSEC2109	Monitor and control access and exit of persons and vehicles from premises	8	4	8		
CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security	20	10	20		
CPPSEC2111	Apply security procedures to manage intoxicated persons	20	10	20		
CPPSEC2112	Apply security procedures to remove persons from premises	20	10	20		
CPPSEC2113	Escort and protect persons and valuables	8	4	8		
HLTAID003	Provide first aid	18	9	18		