



Qualification Outline: CPP30411 Certificate III in Security Operations

Mode of Delivery		Classroom (Face to Face)	
Qualification Duration		14-16 days Face to Face Full Time	
Qualification Level		III	
Nationally Recognized		Yes	
Location (s)		409 Logan Rd, Greenslopes, Brisbane, QLD, 32 Grenfell St, Floor 1, Adelaide	
Fees	Government Funded*	Tuition Fees	With Concession: \$20 Without Concession: \$100
	Fee for Service	Tuition Fees	\$ 900
	Materials/Resources/Student Services & Amenities	No Cost	
	Administration Fees	No Cost	

**Funding is available for Eligible individuals. This training is delivered with Queensland Government Funding through the Certificate 3 Guarantee and Fee-Free year 12 graduate's initiatives.*

For more information about vocational training in Queensland, and to check your eligibility for funding please visit the following website:

<http://www.training.qld.gov.au/>

http://www.skillsgateway.training.qld.gov.au/Eligibility#citizen_permanent

<http://www.training.qld.gov.au/resources/training-organisations/pdf/c3g-factsheet-student.pdf>

Qualification Overview

This qualification is designed for those in the security sector who are looking to undertake more senior security guard functions and supervise others.

The aim of the Certificate III course is to develop a student's proficiency to the next level in providing operational security services including Crowd Control and Security Guarding duties. The key content of the program includes legislative requirements in relation to the Security Industry, Customer Service, Teamwork, Communication Skills, Risk Management, Reporting security incidents and Incident Management, Occupational Health and safety, and emergency procedures.

Participants may include:

- Current workers in the Security industry wishing to add to their career opportunities
- Students who wish to continue study after the CPP20212 to increase their employment opportunities



Qualification Structure

To achieve this qualification, the candidate must demonstrate competency in:

14 units of competency:

- 8 core units
- 6 elective units

Core Units

Unit Code	Unit Name	Nominal Hours
BSBFLM303C	Contribute to effective workplace relationships	40
BSBWOR301A	Organise personal work priorities and development	30
CPPSEC3001A	Maintain workplace safety in the security industry	30
CPPSEC3002A	Manage conflict through negotiation	16
CPPSEC3003A	Determine response to security risk situation	24
CPPSEC3005A	Prepare and present security documentation and reports	20
CPPSEC3006A	Coordinate a quality security service to clients	16
CPPSEC3007A	Maintain security of environment	20

Elective Units

Unit Code	Unit Name	Nominal Hours
CPPSEC2011B	Control access to and exit from premises	8
CPPSEC2012A	Monitor and control individual and crowd behaviour	20
CPPSEC3013A	Control persons using empty hand techniques	24
CPPSEC3017A	Plan and conduct evacuation of premises	16
HLTFA311A	Apply first aid	18
CPPSEC2014A	Operate basic security equipment	16

Assessment Methods

A wide variety of assessments methods will be employed to assess student competence in each unit. These include but are not limited to:

- Demonstrations & Observations
- Case Studies
- Written Tests
- Role Plays

Entry Requirements

The entry requirements for this qualification are:

- Be at least 18 years of age or older
- Must successfully pass the literacy and numeracy test and complete the Pre-Training Review.

Note:



An LLN support plan will be developed for students who do not pass the LLN assessment.

Licensing and Regulatory Requirements

There are a number of Security Licence Activities in Queensland, each having set units of competency that must be completed as found at www.fairtrading.qld.gov.au.

Although there are no minimum face-to-face training hours stipulated, quality outcomes for the student and the industry, in line with educational regulatory requirements must be reached.

This is a licensed occupation. Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.

Queensland Government's Office for Fair Trading regulates the private security industry and is responsible for:

- * Issuing private security licenses and registration
- * Renewal of private security licenses and registration
- * Monitoring private security licence and registration holders

The Office of Fair Trading website www.fairtrading.qld.gov.au shows that individuals who wish to apply for a security licence as an Unarmed Security Officer and/or a Crowd Controller must complete the units as stipulated in this brochure. The Office of Fair trading are the principal advisors to Government in Queensland, in matters affecting the interests of consumers. It regulates consumers markets, administers consumer laws and provides advice and conciliation services to consumers. This office also registration and licensing functions to sectors such as security, travel, tattoo, property and motor vehicle.

Licensing/Regulatory Information

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Licensing Rules – Unarmed Security Officer and/or Crowd Controller

The Security Providers Act 1993 specifies that an applicant for a security licence (other than a firm or restricted licence) must have successfully completed any approved training course for carrying out the functions, or the category of functions, of each type



of security provider for which the licence is sought. A combined course is delivered to students incorporating the licensing requirements for both the Crowd Controller and Unarmed Security Officer licences which include a total of 15

units. The licensing activities have been combined into this training strategy in response to learner demands for a combined licence. The Office of Fair Trading requires all Crowd Controller and Bodyguard Licence holders to complete mandatory refresher training for units of competency CPPSEC3002A, CPPSEC3013A and HLTF311A every three years to maintain their eligibility to retain and/or renew their security licence. These units can be completed standalone if the student holds a current Crowd Controller and/or Bodyguard licence. The Office of Fair trading will not recognise RPL for these units. It is acknowledged that the Office of Fair Trading requires all Security Licence holders to complete an annual HLTCPR211A Perform CPR refresher.

Completion of the Qualification

Upon successful completion of this qualification, you will receive a nationally recognised qualification **CPP30411 Certificate III in Security Operations** issued by Accredited Training Centre of Australia Pty Ltd.

Accredited Training Centre of Australia (trading as Trison Business College) is a Registered Training Organization (Provider Number: 4236) registered with the Australian Skills and Qualifications Authority (ASQA).

Qualification Availability

Accredited Training Centre of Australia has regular monthly intakes for each of its qualifications. Please contact college for confirmation of the commencement date for the next available intake.

Future Study Pathways

After successful completion of your CPP30411 Certificate III in Security Operations, you will have many other study options available to you. These may include CPP40707 Certificate IV in Security and Risk Management

Recognition of Prior Learning (RPL)

Candidates may be able to shorten the length of their chosen qualification by supplying evidence of their previous training, employment experience or other life skills that directly relate to the qualification competencies. The evidence must be valid, sufficient and authentic.

Contact Accredited Training Centre of Australia directly on (07) 3847 8471 to discuss your previous experience and we will be able to guide you through the RPL process.



Credit Transfer (CT)

Students may be able to shorten the length of their chosen qualification by taking into account previous studies. Accredited Training Centre of Australia accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Credit Transfers will be granted upon the receipt of sufficient evidence to support the application and prior to the commencement of training.

Payment terms and conditions including deposits and refunds

Prepaid fees (tuition fees and materials fees) must be made to Trison Business College upon enrolment and prior to commencement of training. Trison Business College reserves the right to withdraw your enrolment if payments are not made by the due date or as per payment plan agreement.

Full Refund (100% of the Pre-Paid Fees) will be provided if:

- Student withdrawal prior to agreed commencement date. Withdrawal notified in writing and received by Trison Business College prior to qualification/course /unit of study commencement date.
- Qualification/Course/unit of study withdrawn by Trison Business College or Trison Business College is unable to provide the qualification/course/unit of study for which the original enrolment and payment has been made.

No Refunds of the Pre-Paid Fees will be provided if:

- The student failed to commence training after enrolling in the qualification of course,
- Student withdraws from the qualification/course/unit of study after the commencement date.

Note:

- a) For students attending classes, a course is deemed to have commenced as soon as an induction has been completed. This will usually be on the first day of class but may also occur prior to attending a class.
 - b) For students studying online, a course is deemed to have commenced 24 hours after logging on to the online learning environment.
 - c) Students studying by distance education are only entitled to a refund if the course materials for the first unit are returned in original condition within 3 working days
- Students may have extenuating circumstances that prevent them from attending scheduled qualification/course/unit of study dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, fees may either be transferred to the next available qualification/course/unit of study where applicable, or a refund of fees will be issued.
 - Trison Business College does not collect more than \$1500 in prepaid fees from learners at any time.



Please refer to the 2018 Trison Business College Student Handbook for further details about the college, main staff, enrolment process and the relevant policies and procedures. The Student Handbook is available at any of the above specified college locations and is given to student at enrolment or upon request.