



Eagle Training Services NT

Making training fun, easy and worthwhile for everyone!

Certificate II Security Operations CPP20212

Course Outline

This course is designed to provide participants with the entry-level skills necessary to help them into a position in the security industry. The knowledge and skills gained by successful completion of this training program will enable the student to operate comfortably within the security industry in an entry level role. Through the theory workbook, the participants are provided with generic knowledge and skills relating to working in the security industry and during the first 2 days of the face to face block, legal concepts are reinforced by the trainer/assessor. Role-plays, scenarios, case studies, class discussions and real life experiences provide students with a positive learning environment. All Eagle Training Services instructors have current industry experience. All units of competency are nationally recognised and approved by the relevant licensing authority.

Course Subjects

Foundations of Security and Legal Studies Civil Law, Criminal Law, Negligence, Duty of Care, Courts, Arrest Powers, Trespass, Self Defence, Search, Questioning, Security licensing legislation. Property Protection Major Incidents, Emergency Procedures including Bomb Threat and Fire Evacuation.

Psychology Temperament Analysis, Group Dynamics, Conflict Resolution, Negotiation, Mediation, Body Language, Verbal Responses. Security Officers Duties, Mobile Patrols, Static Guard, Access Control, Retail Security, Alarm Response, Workplace Health and Safety. Crowd Controller's Duties Hotels, Licensed Clubs, Night Clubs, Special Events, Concerts, Use of a Hand Held Metal Detector and First Aid

Core Units

CPPSEC2001A Communicate effectively in the security industry
CPPSEC2002A Follow workplace safety procedures in the security industry
CPPSEC2003B Work effectively in the security industry
CPPSEC2004B Respond to security risk situation
CPPSEC2005A Work as part of a security team
CPPSEC2006B Provide security services to clients
HLTFA311A Apply first aid

Elective units

CPPSEC2009A Give evidence in court
CPPSEC2011B Control access to and exit from premises
CPPSEC2014A Operate basic security equipment
CPPSEC2015A Patrol premises

The course that Eagle Training Services NT offers also incorporates the below units to enable participants to gain dual security licence status within the Northern Territory.

Additional Units applicable to Crowd Controller:

CPPSEC2012A Monitor and control individual and crowd behaviour
CPPSEC2017A Protect self and others using basic defensive tactics

Additional units applicable to Security Officers:

CPPSEC2007A Screen people
CPPSEC2008A Screen items
CPPSEC2013A Protect valuables in transit

Qualification Awarded

CPP20212 Certificate II in Security Operations

Course Fees

\$950 per student. A \$300 deposit is required upon enrolment to secure a course placement. The remaining course fee is to be paid in full prior to course commencement. This price includes all study manuals and materials and the first aid course.

Course Prerequisites

There are no formal entry requirements required to undertake this training however all participants must successfully complete the RTOs Language, Literacy and Numeracy Assessment prior to enrolling to ensure that they have the basic LLN skills to perform tasks required by the industry (e.g. report writing) and to understand the material within the course.

Course Assessment

Assessments consist of practical demonstration, written questions and project work depending upon the unit requirements. Assessment takes places throughout the course and is conducted off the job and all assessments must be undertaken by participants.

Course Delivery & Duration

The course runs for 13 days (weekdays), with an additional complimentary 2 days Provide First Aid course that can be booked separately, if applicable. Classes commence at 8.30am and finish at 4:30pm each day. All students are required to be present 15 minutes before course commencement time. Late arrivals may be refused from the course as a failure to attend. Training occurs at Eagle Training Services training facilities, located in Alice Springs and Darwin.

Confirmation of Enrolment

A student's position on the course will be confirmed upon a completed enrolment form and the payment of a course deposit fee, or the provision of an authorised purchase order. Positions are limited, so confirmed enrolments only will be able to attend. For cancellations/refunds, a minimum of 3 business days notice must be provided to Eagle Training Services prior to the commencement of the scheduled course to enable re-allocation of your place to another participant, otherwise the full course fee will be payable. Replacements are allowed provided they have Eagle Training Services approval before the start of training and course pre-requisites are met.

Welfare and Support Services

Eagle Training Services NT provides welfare and support services within its professional capacity. Clients should identify existing needs prior to enrolment so that appropriate arrangements are made. Where additional support is required, the client will be referred to a specialist agency to access appropriate support. Eagle Training Services NT has a documented policy regarding access and equity.

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