

**COURSE INFORMATION - CPP20212 Certificate II in Security Operations****Please note:**

On 21 January 2019, the training course for Security Officers, Crowd Controllers and Control Room Operators was updated. The new course CPP20218 Certificate II in Security Operations supersedes and is not equivalent to the previous course CPP20212 Certificate II in Security Operations.

On 18 December 2019, Australian Skills Quality Authority (ASQA) Commissioners agreed to extend the transition period of the CPP30411 Certificate III in Security Operations and CPP20212 Certificate II in Security Operations for learner cohorts in NSW, ACT, Tasmania and Victoria until 1 July 2020.

LRD (Licensing and Regulation Division of the Victoria Police) will continue to accept the CPP20212 when applying for a Private Security Individual Licence with the activity of Control Room Operator until advised otherwise.

Code & Title:	CPP20212 Certificate II in Security Operations (Control Room Operator)	
Course Description	This course is designed for students who have already completed a CPP20212 Certificate II in Security Operations (Unarmed Guard) and wish to complete additional units to meet the Licensing & Regulation Division (LRD) requirements for Control Room Operator.	
Delivery Mode	This program is delivered in a classroom-based face to face environment that includes simulated workplace environments.	
Course Duration	The full combined licence course is delivered over 14 day's duration of full-time study at 40 hours per week. Where training is only occurring for students who have already completed the first 9 units required as part of the CPP20212 Certificate II in Security Operations (Unarmed Guard) the additional section of the course will run for 4, 8-hour days at full-time classroom study between 8:30 am to 5.00 pm with half an hour for lunch.	
Course Structure	Code	Title
	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
	CPPSEC2014A	Operate basic security equipment
	CPPSEC2018A	Monitor electronic reporting facility
	CPPSEC3012A	Store and protect information
	CPPSEC3020A	Monitor security from control room
	CPPSEC3021A	Maintain and use security database
	TLIE2007A	Use communication systems
	The four units of competency for Control Room Operator are highlighted in bold above.	
Pre-requisites	There are no formal entry requirements for persons seeking enrolment into this qualification. Competent in written and spoken English: The Licensing and Regulation Division (LRD) requires that all learners seeking enrolment into this qualification have an appropriate level of written and spoken English suitable for employment within the private security industry. These skills are assessed by way of a Pre- Training Review prior to the enrolment process.	



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Pre-requisites	<p>The security industry regulators anticipate that qualified individuals will have a basic level of English proficiency to clearly communicate with emergency services, team members and the general population whilst undertaking the role.</p> <p>During enrolment, prior to course commencement, students must participate in a Pre - Training Review session to determine their current competencies, suitability and appropriateness for this qualification.</p>												
Course Outcomes	<p>Employment Pathway</p> <p>This course is suitable for new entrants to enter Control Room Operations or for existing security guards who have completed a CPP20212 Certificate II in Security Operations (<i>Unarmed Guard</i>) and wish to add the additional units to their education to take on the role of Control Room Operators.</p>												
Education Pathways	<p>Participants are provided with advice on employment and training options throughout the delivery of the program.</p> <table border="1" data-bbox="368 656 1375 1028"> <thead> <tr> <th>Certificate II</th> <th>Certificate III</th> <th>Certificate IV</th> <th>Diploma</th> </tr> </thead> <tbody> <tr> <td> CPP20212 Certificate II in Security Operations <i>(Now superseded)</i> </td> <td> CPP30411 Certificate III in Security Operations <i>(Now superseded)</i> </td> <td> CPP40707 Certificate IV in Security and Risk Management <i>(Now superseded)</i> </td> <td> CPP50611 Diploma of Security and Risk Management <i>(Now superseded)</i> </td> </tr> <tr> <td> CPP20218 Certificate II in Security Operations </td> <td> CPP31318 Certificate III in Security Operations </td> <td> CPP40719 Certificate IV in Security Management </td> <td> CPP50619 Diploma of Security Risk Management </td> </tr> </tbody> </table> <p>Please note: When the new courses become available we will immediately update the website. If you would like to be notified please send a request to our email address below.</p>	Certificate II	Certificate III	Certificate IV	Diploma	CPP20212 Certificate II in Security Operations <i>(Now superseded)</i>	CPP30411 Certificate III in Security Operations <i>(Now superseded)</i>	CPP40707 Certificate IV in Security and Risk Management <i>(Now superseded)</i>	CPP50611 Diploma of Security and Risk Management <i>(Now superseded)</i>	CPP20218 Certificate II in Security Operations	CPP31318 Certificate III in Security Operations	CPP40719 Certificate IV in Security Management	CPP50619 Diploma of Security Risk Management
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Australian Academic Solutions obligation to the student	<p>Australian Academic Solutions has an obligation to provide quality training and assessment to the student in compliance to the <i>Standards for Registered Training Organisations 2015</i> including providing adequate information prior to enrolment to help you make an informed decision, issuance of the AQF certificate documentation and your rights and obligations as a student. For further information please refer to the Student Information Handbook.</p>												
Additional Support	<p>Students with disabilities are encouraged to enroll in this course and will be appropriately supported.</p>												
Costs	<p>Control Room Operator (<i>4 units ONLY</i>) Tuition Full Fee: \$550</p> <p>Course fees include: All face-to-face training and course materials for the 4 units only including issuing of certificate</p>												
How to Enroll/ Apply	<p>Contact us on info@aussolutions.com.au</p>												
Contact Details	<p>Telephone: 03 9770 5786 Website: www.aussolutions.com.au</p>												