

## Training requirements: Security officer – monitoring

### – a compliance guide (security providers)

People who work within the security industry play a vital role in protecting community safety and property.

The *Security Providers Act 1993* (Act) regulates the security industry in Queensland.

The Act helps protect both the industry and the general public by setting out the minimum obligations and requirements for the industry to follow.

The information presented below provides a guide on the training requirements for security officer – monitoring.

**Remember:** it is in everyone's best interest to uphold professional conduct and high standards within the security industry.

### Security officers

Prior to 1 July 2008, there was only one security officer licence. There are now areas of specialisation for which licences can be issued.

As a result you will need to hold a separate licence for each category of the security officer function that you intend to undertake.

There are four categories of security officer functions:

- security officer – cash in transit
- security officer – dog patrol
- security officer – monitoring
- security officer – unarmed.

### In-house security

People involved in providing in-house security will require a licence as a security officer – unarmed for the first time from 1 July 2008. Please see the *Training requirements: Security officer – unarmed – a compliance guide (security providers)* factsheet for more information on in-house security training requirements.

### Who is a security officer – monitoring?

A security officer – monitoring is a person who, for reward, carries out the activities of personally monitoring another person's property by operating an audiovisual or visual recording system, a radio or other electronic monitoring device.

### New applicants

In order to qualify for a security officer – monitoring licence from 1 July 2008, you must have completed the units of competency listed below and been assessed as competent by a registered training provider.

- Communicate effectively in the security industry (PRSSO201A) **or**  
Communicate effectively in the security industry (CPPSEC2001A) **or**  
Prepare and present security documentation and reports (PRSSO301A) **or**  
Prepare and present security documentation and reports (CPPSEC3005A)
- Maintain workplace safety (PRSSO202A) **or**  
Follow workplace safety procedures in the security industry (CPPSEC2002A) **or**  
Maintain a safe workplace and environment (PRSSO302A) **or**  
Maintain workplace safety in the security industry (CPPSEC3001A)
- Work effectively in the security industry (PRSSO203A) **or**  
Work effectively in the security industry (CPPSEC2003A) **or**  
Manage own performance and development (PRSSO307A) **or**  
Organise personal work priorities and development (BSBCM302A)
- Work as part of a team (PRSSO204A) **or**  
Work as part of a security team (CPPSEC2005A) **or**  
Support leadership in the workplace (BSBFLM302A) **or**  
Contribute to effective workplace relationships (BSBFLM303B)
- Provide security services to customer (PRSSO205A) **or**  
Provide security services to clients (CPPSEC2006A) **or**



Coordinate a quality security service to customers (PRSSO308A) **or**

Coordinate a quality security service to customers (CPPSEC3006A)

- Monitor electronic reporting facility (PRSSO223A) **or**  
Monitor electronic reporting facility (CPPSEC2018A)
- Monitor security from control room (PRSSO325A) **or**  
Monitor security from control room (CPPSEC3020A).

**Important:** in some cases, you have the flexibility to choose alternative units of competency, which may be useful if you are also seeking another licence type or wish to obtain a higher level qualification.

As a transitional arrangement until 30 September 2008, and subject to eligibility, an unlicensed person who is undertaking monitoring/control room functions as at 30 June 2008 is eligible for a Security Officer (Monitoring) licence upon completion of the following units of competency:

- Monitor electronic reporting facility (PRSSO223A)
- Monitor security from control room (PRSSO325A).

In order to establish that you were undertaking monitoring/control room functions as at 30 June 2008, you will need to provide evidence that you have performed these functions for at least three months in the 12 months preceding 1 July 2008. This evidence must be in the form of a statutory declaration from your employer. If you are self employed, you will need to complete a statutory declaration outlining the periods you performed these functions.

### Existing licensees

If you hold a security officer licence as at 30 June 2008, you can continue to operate in any of the four categories of a security officer listed above. When your licence is due for renewal, you will automatically be granted a security officer – unarmed licence.

If you are also seeking to be granted one or more of the other categories of a security licence, you will need to provide evidence that you have performed the function of each category for at least three months in the 12 months prior to the renewal of your security officer's licence. This evidence must be in the form of a statutory declaration from your employer. If you are self employed, you will need to complete a statutory declaration outlining the periods you provided the relevant categories of security officer services.

Security officers who are licensed as at 30 June 2008 but not undertaking monitoring/control room functions are eligible to obtain a security officer (monitoring) licence upon completion of the following units of competency.

- Monitor electronic reporting facility (PRSSO223A) **or**  
Monitor electronic reporting facility (CPPSEC2018A)
- Monitor security from control room (PRSSO325A) **or**  
Monitor security from control room (CPPSEC3020A).

**Important:** if you have work experience in this field you may be able to have your skills formally recognised towards the units of competency required. This means you could gain the competencies in a shorter timeframe. Organisations like Skilling Solutions Queensland provide a free skills pre-assessment to identify if your work experience may be formally recognised. Depending on the outcome of the pre-assessment you may be provided with a referral letter to present to a local training provider for a formal assessment. The cost of formal assessments may be subsidised. Visit [www.skillingsolutions.qld.gov.au](http://www.skillingsolutions.qld.gov.au) or call 1300 654 687 for more information.

### For more information

To keep up-to-date about security industry changes sign up to the department's monthly *TradeSmart Update* at [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au).

You can also download a copy of the following factsheets from the fair trading website or by calling 13 13 04:

- *Changes to legislation affecting security providers*
- *Direct supervision for restricted licence holders*
- *Information for crowd controllers*
- *Information for the electronic security sector*
- *In-house security officers*
- *Inspections and compliance checks*
- *Refusing or cancelling a security provider's licence*
- *Restricted licences*
- *Security providers licensing categories*
- *Security provider register and register of crowd controllers*
- Factsheets on training requirements for each individual security provider licence.

### Disclaimer

This factsheet aims to provide businesses and their employees with a general understanding of their rights and obligations in the Queensland marketplace. It is not a comprehensive statement of the law.

The laws referred to in this factsheet are complex and various qualifications may apply to the provisions in different circumstances. You are encouraged to obtain independent legal and financial advice if you are unsure how these laws apply to your situation.

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