



NATIONALLY RECOGNISED  
TRAINING



MEETS VICTORIAN  
LICENCING REQUIREMENTS



LEARN FROM INDUSTRY  
EXPERTS

CPP20218 Certificate II in Security Operations

## **CROWD CONTROL & UNARMED GUARD**

**SECURE YOUR FUTURE IN THE WORLD'S  
FASTEST GROWING INDUSTRY**

Ensuring the safety of customers, clients, employees and citizens is a high priority for governments, companies and communities across the world. The Security Industry continues to grow as people seek to protect their assets, customer and communities from risk and danger.

This training is delivered with Victorian and Commonwealth Government Funding.  
Eligibility Criteria apply



### Who should take this course?

If you would like to work in the Security Industry in Victoria, this qualification is the mandatory, entry-level requirement for obtaining your Security Licence. We focus on the entry-level competencies to work as an Unarmed Guard or Crowd Controller.

### What will I learn?

If Completing the CPP20218 Certificate II in Security Operations will provide you with the skills to obtain an entry level position in the Security Industry. In addition to in-class training, students will have access to resources and learning materials to ensure they are provided the opportunity to develop all the required skills and knowledge for this qualification. To further enhance your skills and employment opportunities, you may like to consider also completing the CPP31318 Certificate III in Security Operations.

### How long will it take?

This qualification is available to be completed over a range of delivery models, including weekday, evening and weekend. Delivery ensures that all Victoria Police – Licensing & Regulation Division (LRD) minimum face-to-face training hours are met for the categories of Unarmed Guard and Crowd Controller. In addition to in-class training, students will be provided access to resources and learning materials to ensure they are provided the opportunity to develop all the required skills and knowledge for this qualification.



### Where will it lead?

Types of work you may be able to gain once licenced include:

- Corporate Concierge
- Concerts, Festivals and Sporting Events
- Retail and Loss Prevention
- Industrial Sites, Guardhouse Gatehouse
- Mobile Patrols
- Licenced Venues, Pubs, Clubs, Casinos, Gaming Venues



### Why choose us?

We are Victoria's largest and leading provider of training and professional development to the Security, Investigations and Public Safety sectors. Our staff and trainers have extensive experience in all aspects of the industry with considerable networks, relevant insight and hands-on field experience to share. Our quality instruction and compliance processes are admired for setting benchmarks in the industry.



### Licensing

Once you have successfully completed this qualification, you can apply for your Private Investigations Licence with Victoria Police. Any applicable fees for licensing are payable to Victoria Police.



## COURSE UNITS

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

## GET IN TOUCH



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