

Training requirements: Crowd controller

– 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 a crowd controller.

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

From 1 July 2008, you must be licensed as a crowd controller if, for reward, you mainly keep order at a public place by doing any of the following:

- screening the entry of people into a place
- monitoring or controlling the behaviour of people in the place
- removing people from the place.

What training do I need to undertake?

New applicants

In order to qualify for a crowd controller's 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 (PRSS0201A) **or**
Communicate effectively in the security industry (CPPSEC2001A) **or**
Prepare and present security documentation and reports (PRSS0301A) **or**
Prepare and present security documentation and reports (CPPSEC3005A)
- Maintain workplace safety (PRSS0202A) **or**
Follow workplace safety procedures in the security industry (CPPSEC2002A) **or**
Maintain a safe workplace and environment (PRSS0302A) **or**
Maintain workplace safety in the security industry (CPPSEC3001A)
- Work effectively in the security industry (PRSS0203A) **or**
Work effectively in the security industry (CPPSEC2003A) **or**
Manage own performance and development (PRSS0307A) **or**
Organise personal work priorities and development (BSBCM302A)
- Work as part of a team (PRSS0204A) **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 (PRSS0205A) **or**
Provide security services to clients (CPPSEC2006A) **or**
Coordinate a quality security service to customers (PRSS0308A) **or**
Coordinate a quality security service to customers (CPPSEC3006A)
- Control access to and exit from premises (PRSS0210A) **or**
Control access to and exit from premises (CPPSEC2011A)
- Monitor and control individual and crowd behaviour (PRSS0211A) **or**
Monitor and control individual and crowd behaviour (CPPSEC2012A)
- Operate basic security equipment (PRSS0215A) **or**
Operate basic security equipment (CPPSEC2014A)
- Patrol premises (PRSS0216A) **or**
Patrol premises (CPPSEC2015A)
- Determine response to security risk situation (PRSS0303A) **or**
Determine response to security risk situation (CPPSEC3003A)
- Manage conflict through negotiation (PRSS0305A) (Triennial revalidation) **or**
Manage conflict through negotiation (CPPSEC3002A) (Triennial revalidation)



- Maintain security of environment (PRSSO309A) **or**
Maintain security of environment (CPPSEC3007A)
- Control persons using empty hand techniques (PRSSO316A) (Triennial revalidation) **or**
Control persons using empty hand techniques (CPPSEC3013A) (Triennial revalidation)
- Apply First Aid (HLTFA301B) (Triennial revalidation) **or**
Senior First Aid (Workplace Level 2) (Triennial revalidation).

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.

You will also note that some units have the letters (TR) at the end, which stands for Triennial Revalidation. This means you will be required to be retrained and reassessed every three years as competent in each of these units to ensure you are up-to-date with the latest techniques. This is a condition of holding a crowd controller's licence.

Existing licensees

If you hold a crowd controller's licence as at 30 June 2008, you will automatically qualify for that licence when it falls due for renewal. While you can continue to work as a bodyguard until your existing licence is due for renewal, you will need to apply for a bodyguard licence if you wish to continue as a bodyguard.

If you hold a security officer licence as at 30 June 2008, you can apply for a crowd controller's licence by completing the following units of competency.

- Manage conflict through negotiation (PRSSO305A) **or**
Manage conflict through negotiation (CPPSEC3002A)
- Control persons using empty hand techniques (PRSSO316A) **or**
Control persons using empty hand techniques (CPPSEC3013A)
- Apply First Aid (HLTFA301B) **or**
Senior First Aid (Workplace Level 2).

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.skillsolutions.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.

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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