

Cooling Off Period

The standards for Registered Training Organization’s require an RTO to inform the prospective students of their right to statutory cooling off period. A statutory cooling off period of 10 days is applicable under Consumer Law to withdraw from a consumer agreement, if the agreement has been through unsolicited marketing and sales tactics. However, it may be noted that we do not engage in any aggressive marketing tactics like door to door marketing, hence Statutory cooling off period will not as such be applicable to our students who have enrolled into a program. However, for refund options students may refer to our refund policy available in Student Handbook.

Complaints & Appeal Process:

For further information about the Complaints and Appeal process please refer to the student handbook or speak to one of our staff.

Refund Policy:

For further information about the refund policy please refer to the student handbook or speak to one of our staff.

4 Lytton St Glenroy Vic 3046

Our office is open from Monday to Friday
at 9am- 5pm.

Phone: (03) 9917 2133

Email: info@optimisticfutures.com.au

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Office Hours:
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9am – 5pm



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CPP20212 CERTIFICATE II IN SECURITY OPERATIONS (Crowd Control / Unarmed Guard)



CPP20212 Certificate II in Security Operations (Crowd Control/ Unarmed Guards)

Are you looking for a new career in Security?

Then this course is for you. Let us guide you into your new career today.

COURSE AIMS & OBJECTIVES

This course is designed to provide training for those that are looking for a career in the Security Industry. It assists students to gain the knowledge required to undertake routine security officer duties and to follow established practices within the workplace in a safe manner to all. Student will also develop skills in planning and organising, working with others or as an individual

Entry Requirements & Prerequisites

All students are to be 18 years and over and are required to complete a Language, Literacy & Numeracy (LLN) test upon enrolment, they must also be physically able to perform First Aid. You will also be required to complete an “Application for Enrolment” form.

Location of Training: 4 Lytton Street Glenroy 3046

Mode/Duration of Course: 27 evenings sessions (excludes weekends) with Monthly intakes 128 Nominal hours face to face classroom based training, 5.00pm – 10.30pm evenings.

WORK PLACEMENT

CPP20212 Certificate II in Security Operations provide the skill and knowledge necessary to apply for a license to become an unarmed security guard and/or crowd controller.

UNIQUE STUDENT IDENTIFIER

Each participant enrolling in a course will need a Unique Student Identifier (USI) number to obtain their certificate or qualification when studying nationally recognised training in Australia. A USI gives you access to your online USI account which will help keep all your training records together. Certificates and Statements of Attainment cannot be issued without this number.

Units of Study

There are 19 units which students must demonstrate competency in, to achieve a successful qualification at completion.

CORE UNITS: Crowd Control & Unarmed Guard

CPPSEC2006B Provide security services to client
CPPSEC2001A Communicate effectively in the security industry
HLTFA311A Apply First Aid
CPPSEC2003B Work effectively in the security industry
CPPSEC2002A Follow workplace safety procedures in the security industry
CPPSEC2004B Respond to security risk situations
CPPSEC2005A Work as part of a security team

ELECTIVES: Crowd Control & Unarmed Guard

CPPSEC2014A Operate basic security equipment
TLIE2007A Use Communication systems
CPPSEC1003A Apply Security procedures responsible service of Alcohol
CPPSEC2012A Monitor and control individual and crowd behaviour
CPPSEC2011B Control Access to and exit from Premises
CPPSEC2015A Patrol Premises
CPPSEC3002A Manage conflict through negotiation
CPPSEC2010A Protect safety of persons
CPPSEC2017A Protect self and others using basic defensive techniques
CPPSEC3005A Prepare and present security documentation and reports
CPPSEC3013A Control persons using empty hand techniques
CPPSEC3017A Plan and conduct evacuation of premises
CPPSEC3017A Plan and conduct evacuations of premises
CPPSEC3002A Manage conflict through negotiation
CPPSEC3013A Control persons using empty hand techniques

ASSESSMENT

Optimistic Futures will train and assess the skills of learners by conducting a combination of tasks i.e. demonstration, written work, case study, log books and reports; to show that they have achieved the skills and knowledge set out within the unit.

COURSE FEES

Fee for service cost is \$950, this includes all workbooks/material and/or equipment.

Both **cash & card** are accepted.

A deposit of \$150 is required on the first night to secure your vacancy, unless paying in full.

CAREER PATHWAYS

Upon successful completion, students may wish to enrol into CPP30411 Certificate III in Security Operations. An unarmed guard and crowd controller licence covers many security industry jobs such as

Sporting Centres	Court Houses
Shopping Centres	Music Festivals
Night Clubs	Airports
Construction Sites	Corporate Officers

NATIONAL RECOGNITION

Optimistic Futures is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuing of all AQF certificates.

A transcript listing all units of competency will also be issued. The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia.

Student Responsibility

Here at Optimistic Futures Pty Ltd we deliver this course to ensure it meets with Australian Skills Quality Authority (ASQA) and with the Victorian Police – Licensing & Regulation Division (LRD) requirements for the security license sub – activities of both Unarmed Guards and Crowd Controllers.

We will ensure that all relevant materials are provided but it is the responsibility of the students to meet competency in all units.

It is the responsibility of the student to apply through the Victorian Police – Licensing & Regulation Division (LRD) for their license and have 12 months after successful completion of the course to do so.

