



## LITERACY ON THE JOB:

# Site Security Officer

### Overview of literacy tasks for site security officers

- Receive a briefing from the security officer on the previous shift
- Read site log book
- Communicate with the public, contractors, staff and management
- Write up shift activity in site log book



### Reading

*Every day*, site security officers read:

- log books and shift debriefs
- workplace or site signage - including number and graphic images
- alarm and fire panels
- floor and room numbers.

*On a fairly regular basis*, site security officers read:

- incident reports
- timesheets
- rosters
- notices and memos (including Health and Safety)
- standard procedures.

*Occasionally*, site security officers read:

- texts that contain more detailed instructions and information which can be complex to read e.g. equipment manuals, training manuals, training material, SOPs and relevant legislation
- employment related information e.g. code of conduct, employment agreement, performance review forms
- contractors documentation.

### Writing

*Every day*, site security officers:

- complete timesheets
- write notes on the site patrol in their note book
- fill in daily report or log book.

*On a fairly regular basis*, site security officers:

- complete leave forms and shift requests.

*Occasionally*, site security officers:

- sign forms to acknowledge understanding of procedures
- write assignments and notes for training
- complete incident, hazard or accident reports
- make notes on contractor activity.

## Speaking and listening

*Every day*, site security officers:

- listen to information, instructions and procedures at shift change. They respond, discuss and take necessary actions
- make regular RT checks with communications or the control centre to ensure safety and security of the site and self
- conduct brief discussions with contractors or visitors entering and leaving the site.

*On a fairly regular basis*, site security officers:

- listen and respond to enquiries and complaints from the public
- deliver incident reports verbally, both via RT and face to face
- question and negotiate with offenders at incidents.

*Occasionally*, site security officers:

- request assistance from emergency services, tow company or other services and follow instructions from these third parties
- participate in discussion. Ask and answer questions at team meetings and training.

## Numeracy

*Every day*, site security officers:

- recognise, use and understand alphanumeric codes - RT, number pads, map grids etc
- understand and use both the 12 and 24 hour clock for communication and documentation purposes
- complete timesheets.

*On a fairly regular basis*, site security officers:

- interpret pay sheets or slips
- record data such as time and measurement (estimated and accurate) e.g. distance, number in crowd etc
- take accurate measurements for the reporting of incidents
- draw objects and maps.

## Critical thinking

*Every day*, site security officers:

- identify when action should be taken in any given situation
- identify what action should be taken in any given situation.

*On a fairly regular basis*, site security officers:

- assess an incident situation and identify if assistance is required from a third party.

## Information and Communications Technology

*Every day*, site security officers:

- use RT, cell phone and land line telephones
- use electronic monitoring equipment and security computer console
- access site database for staff and visitors.

*On a fairly regular basis*, site security officers:

- use email and word processing skills for completion of incident forms.