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Sub-major Group

45 Protective Service and Security Workers

OSCA - Occupation Standard Classification for Australia

Reference period: 2024, Version 1.0

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45 Protective Service and Security Workers

Protect and preserve property, public order and safety through the provision of defence, firefighting, police, custodial and security services.

OSCA skill level

The occupations in this sub-major group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience
- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

Minor Group

451 Protective Service Workers

Protect and preserve property, public order and safety through the provision of specialised military services to the defence forces, the enforcement of laws, attendance at emergencies, and control and extinguishment of fires.

Specialist Police Officers are excluded from this minor group. Specialist Police Officers are included in Occupation 299231 Specialist Police Officer.

OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience
- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Unit Group

4511 Defence Force Members - Other Ranks

Provide specialised military services to the Australian Defence Forces.

This unit group includes the following ranks:

- Navy: Leading Seaman, Able Seaman, Seaman
- Army: Corporal, Lance Corporal, Private
- Air Force: Corporal, Leading Aircraftman/Aircraftwoman, Aircraftman/Aircraftwoman.

Defence Force Members - Other Ranks performing duties for which there is a civilian equivalent are excluded from this unit group. These members are included with the civilian occupation, for example, mechanic recovery is included in Occupation 713132 Tow Truck Driver.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Occupation

451131 Defence Force Member - Other Ranks

Provides specialised military services to the Australian Defence Force.

This occupation includes the following ranks:

- Navy: Leading Seaman, Able Seaman, Seaman
- Army: Corporal, Lance Corporal, Private

- Air Force: Corporal, Leading Aircraftman/Aircraftwoman, Aircraftman/Aircraftwoman.

Defence Force Members - Other Ranks performing duties for which there is a civilian equivalent are excluded from this occupation. These members are included with the civilian occupation, for example, mechanic recovery is included in Occupation 713132 Tow Truck Driver.

Specialisations

- Acoustic Warfare Analyst (Navy)
- Aircrewman (Navy)
- Boatswains Mate (Navy)
- Combat Systems Operator (Navy)
- Naval Police Coxswain (Navy)
- Air Dispatcher (Army)
- Combat Engineer (Army)
- Commando (Army)
- Marine Specialist (Army)
- Operator Electronic Warfare (Army)
- Rifleman (Army)
- Aircraft Life Support Fitter (Air Force)
- Airfield Defence Guard (Air Force)
- Air Surveillance Operator (Air Force)

Skill level: 3

Main tasks

- Guards airfields and other Defence Force bases as directed by superiors
- Serves as an infantry soldier
- Erects bridges, builds field defences, constructs temporary roads, clears minefields, repairs airfields, and demolishes targets using explosives
- Crews armoured fighting vehicles
- Operates artillery, ground and surface-based defence systems, shipboard weapons, and other advanced specialist military weapons and equipment
- Provides firepower and ground-based air defence
- Establishes and maintains command, control and communications equipment and facilities
- Conducts surveillance, reconnaissance and boarding operations

- Maintains personal arms and ammunition
- Provides support in combat and non-combat operations such as peacekeeping and disaster recovery

Unit Group

4512 Emergency Services Officers and Firefighters

Respond to fire alarms and emergency calls, control and extinguish fires and attend the scene of emergencies in order to minimise risk to community safety and security.

Paramedics and police officers are excluded from this unit group. Paramedics are included in Unit Group 2694 Paramedic Professionals. General Duties Police Officers are included in Occupation 451331 General Duties Police Officer. Specialist Police Officers are included in Occupation 299231 Specialist Police Officer.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience

Occupation

451231 Emergency Services Officer

Attends the scene of emergencies to minimise risk to community safety and security.

Alternative titles

- Emergency Response Officer
- Emergency Service Worker

Specialisation

- Medical Emergency Services Officer

Skill level: 3

Main tasks

- Responds in a timely and effective manner to emergency calls, and assesses the situation to ensure the safety of the community
- Evacuates individuals from dangerous situations and provides support

- Provides information and updates during emergencies to the community and stakeholders
- Contributes to the development and implementation of emergency response plans
- Inspects and maintains on-site emergency response equipment
- May provide first aid to injured individuals

Occupation

451232 Firefighter

Responds to fire alarms and emergency calls, controls and extinguishes fires, and protects life and property.

Registration or licensing may be required.

Specialisations

- Aviation Firefighter
- Hazardous Materials Firefighter
- Leading Firefighter

Skill level: 3

Main tasks

- Responds to fire alarms and emergency calls
- Operates pumps, sprays water, foam and chemicals from hoses, portable extinguishers and other appliances to extinguish fires and to disperse or neutralise dangerous substances
- Locates, rescues and evacuates people trapped in dangerous situations, and provides first aid and medical assistance to injured individuals
- Visits buildings and potential fire hazards to study access points and locations of hydrants
- Conducts fire prevention and safety education programs for the public
- Maintains firefighting equipment and vehicles
- Participates in firefighting training exercises, drills and demonstrations

Unit Group

4513 General Duties Police Officers

Maintain public order, protect life and property, prevent anti-social behaviour and enforce laws by patrolling public areas, responding to reports of offences and arresting suspected

offenders.

Specialist Police Officers are excluded from this unit group. Specialist Police Officers are included in Occupation 299231 Specialist Police Officer.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

451331 General Duties Police Officer

Maintains public order, protects life and property, prevents anti-social behaviour, and enforces laws by patrolling public areas, responding to reports of offences, and arresting suspected offenders.

Skill level: 2

Main tasks

- Patrols public areas to engage with the community and gather information to prevent crime and improve public safety in accordance with legislation
- Attends emergency calls, accidents and incidents, and manages the scene to preserve evidence
- Identifies unsafe driver behaviour, records vehicle speeds, conducts vehicle stops and pullovers, and tests drivers suspected of drug and alcohol use
- Assesses situations to determine if an offence has been committed and arrests suspected offenders
- Conducts initial investigations, including gathering evidence, conducting interviews and undertaking searches
- Manages people in police care or custody
- Engages with individuals and the community to identify police services options to support their needs

Unit Group

4519 Other Protective Service Workers

This unit group covers Protective Service Workers not elsewhere classified. It includes Border Enforcement Operations Officers.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

451931 Border Enforcement Operations Officer

Applies customs and border protection controls such as inspecting goods for prohibited items or removing unlawful non-citizens, at air and sea terminals, wharves, depots, warehouses, specialised examination facilities, storage and disposal locations, immigration detention facilities, and in the maritime domain.

Specialisation

- Marine Tactical Officer

Skill level: 2

Main tasks

- Inspects and searches vehicles, vessels and aircraft for prohibited items
- Conducts interviews and gathers information from individuals to assess their immigration status, and identifies and removes unlawful non-citizens from the country
- Applies customs and border protection controls in accordance with relevant legislation and policies to support the legal movement of passengers and cargo
- Processes and records information related to customs and border protection activities
- May monitor and patrol the maritime domain to detect and prevent illegal activities

Minor Group

452 Security Workers

Supervise and control the activities of inmates in correctional institutions, and provide security and investigative services to organisations and individuals.

OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

Unit Group

4521 Correctional Officers

Supervise and control the activities of inmates in prisons and other correctional institutions. Community Corrections Officers are excluded from this unit group. Community Corrections Officers are included in Occupation 411631 Community Corrections Officer.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

Occupation

452131 Correctional Officer

Supervises and controls the activities of inmates in a prison or other correctional institution. Community Corrections Officers are excluded from this occupation. Community Corrections Officers are included in Occupation 411631 Community Corrections Officer.

Alternative titles

- Corrections Officer
- Prison Officer

Specialisation

- Custodial Officer

Skill level: 4

Main tasks

- Maintains security and order within a prison or other correctional institution
- Inspects cells, common areas and facilities for weapons, drugs and other contraband items, and ensures compliance with institutional rules and regulations

- Monitors inmate activities and behaviour, intervenes in situations that may pose a risk to safety or security, and prevents disturbances and escapes
- Escorts inmates to and from various locations, such as medical facilities in the community, and the correctional institution
- Provides support and guidance to inmates, including conflict resolution

Unit Group

4522 Security Officers and Guards

Provide security and investigative services to organisations and individuals.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 3: AQF Certificate III including at least two years of on-the-job training, AQF Certificate IV, or at least three years of relevant experience
- Skill Level 4: AQF Certificate II, AQF Certificate III, or at least one year of relevant experience

Occupation

452231 Alarm, Security or Surveillance Monitor

Monitors security alarms, closed-circuit television (CCTV) systems and other surveillance equipment, and contacts supervisors, police or fire brigades if security is breached or fire is detected.

Registration or licensing is required.

Skill level: 4

Main tasks

- Monitors security alarms, CCTV and other surveillance equipment
- Contacts supervisors, police and fire brigades by radio or phone if security is breached or fire is detected
- Observes and reports any suspicious activities or incidents
- Maintains accurate records of security breaches and incidents
- Operates and maintains security equipment and systems

Occupation

452232 Cash In Transit Officer

Provides escort for transportation and delivery of cash and other valuables.

Registration or licensing is required.

Specialisation

- Armoured Car Escort

Skill level: 4

Main tasks

- Collects and ensures the safe transportation and delivery of cash, payrolls and valuables
- Follows established procedures and protocols for the handling and transportation of cash and valuables
- Monitors and maintains communication with control centre or base during transportation
- Conducts regular inspections of vehicles and equipment to ensure they are in proper working order
- Responds to emergency situations and takes appropriate action to protect cash and valuables
- Maintains accurate records of all transactions and incidents during transportation
- May transport cash and valuables in armoured vehicles or carry firearms

Occupation

452233 Crowd Controller

Carries out crowd control duties at entertainment, sporting or recreational venues.

Registration or licensing is required.

Skill level: 4

Main tasks

- Monitors and controls the movement and behaviour of crowds at entertainment, sporting or recreational venues
- Checks entrants, issues security passes and provides assistance and guidance to individuals requiring directions or information
- Monitors and operates crowd control equipment, such as barriers and gates
- Ensures compliance with venue rules and regulations

- Identifies and resolves potential conflicts or disturbances within the crowd, including by removing people from the premises
- Responds to and manages emergency situations, including evacuations and first aid
- Maintains accurate records and reports of incidents and activities, which may include keeping count of people entering and exiting the venue

Occupation

452234 Private Investigator

Conducts investigations for clients regarding legal, financial and personal matters, and prepares evidence for court proceedings.

Registration or licensing is required.

Insurance Investigators are excluded from this occupation. Insurance Investigators are included in Occupation 531531 Insurance Investigator.

Skill level: 4

Main tasks

- Conducts interviews and gathers information from various sources, including public records and databases, to investigate cases regarding legal, financial and personal matters
- Conducts surveillance and observes individuals to gather evidence
- Makes enquiries concerning property and investigates insurance claims
- Seeks, obtains and supplies information pertaining to the personal character, financial position, occupation or whereabouts of any person
- Collects and analyses data and evidence, and prepares detailed reports and documentation of findings
- Collaborates with law enforcement agencies and Legal Professionals
- Testifies in court and presents evidence during legal proceedings
- Maintains client confidentiality and ensures the security of sensitive information
- Uses specialised equipment and technology, such as binoculars, microphones and video or audio recording devices to obtain evidence for investigations

Occupation

452235 Protective Services Officer

Maintains public order and enforces laws within designated locations, such as public transport infrastructure, government buildings, police stations, and large public venues and

events.

Skill level: 4

Main tasks

- Undertakes high visibility uniformed patrolling and guarding within designated locations
- Watches for antisocial behaviour, property damage, threats to public safety, and alcohol and transport-related offences within designated locations
- Conducts searches on people and vehicles, issues warnings and fines, and places people under arrest for suspected involvement in criminal activity within designated locations
- Maintains order at large public events and venues, such as sporting events or concerts, by enforcing laws and event rules and regulations, resolving minor conflicts, and preventing or dispersing antisocial behaviour
- Responds to and reports on incidents occurring within designated locations in accordance with police regulations and protocols, which may include the use of force, speaking with witnesses, and collecting data for evidence

Occupation

452236 Retail Loss Prevention Officer

Detects and investigates shoplifting, fraud and other unlawful acts of employees or customers of a retail establishment.

Registration or licensing is required.

Skill level: 4

Main tasks

- Monitors and patrols retail premises to detect and prevent theft and other unlawful activities
- Observes and identifies suspicious behaviour or activities of employees or customers, and detains individuals suspected of theft or other unlawful acts
- Conducts investigations into incidents of theft, fraud or other unlawful activities, and collects and preserves evidence, including interviewing witnesses
- Collaborates with law enforcement agencies to report and provide evidence of criminal activities
- Implements security measures, such as CCTV surveillance and alarm systems
- May conduct audits and inspections to identify vulnerabilities, and recommend security improvements
- May provide training and education to retail staff on loss prevention strategies and procedures

Occupation

452237 Security Consultant

Advises clients on security requirements, and recommends and designs security specifications.

Registration or licensing may be required.

Cyber security consultants are excluded from this occupation. Cyber security consultants are included in Occupation 271132 Cyber Security Advice and Assessment Specialist.

Alternative title

- Security Adviser

Skill level: 3

Main tasks

- Conducts security assessments to identify potential risks and vulnerabilities
- Develops security strategies and plans based on client needs and requirements
- Recommends and designs security systems, including access control, surveillance and alarm systems
- Provides advice and guidance to clients on security best practices
- Assists in the implementation and testing of security measures
- Conducts security audits and reviews to ensure compliance with regulations and standards
- Provides training and education to clients on security awareness and procedures

Occupation

452238 Security Officer

Patrols and guards industrial and commercial property and other facilities.

Registration or licensing is required.

Alternative title

- Security Guard

Specialisations

- Detention Security Officer
- Hospital Security Officer

- Mobile Patrol Officer

Skill level: 4

Main tasks

- Undertakes patrols to ensure the security and safety of property and personnel, including checking doors, windows and gates for unauthorised entry, and watching for irregularities such as fire hazards, malfunctioning equipment and property damage
- Operates security equipment, such as CCTV cameras and alarm systems
- Responds to alarms, investigates and records disturbances, and reports any suspicious activities or incidents to appropriate authorities
- Enforces security policies and procedures to maintain a secure environment, and conducts regular inspections of premises to identify and address security risks
- Monitors and controls access and exit of persons and vehicles from premises, and monitors individuals and crowds for suspicious or disruptive behaviour
- Provides assistance and support to staff and visitors during emergencies or security incidents
- May use alarm, restraint and duress systems to manage, control and prevent aggressive and violent incidents, and ensure the safety of patients, staff and visitors in health service settings

Occupation

452241 Security Screening Officer

Conducts screening of persons, items and cargo entering high security facilities to identify and remove dangerous or prohibited items, and ensure the security of the premises.

Registration or licensing is required.

Specialisations

- Aviation Protection Officer
- Court Security Officer

Skill level: 4

Main tasks

- Controls access to, and conducts screening at, security checkpoints within high security facilities such as airports, ports and law courts
- Uses X-ray equipment, body scanners, metal detectors, explosive trace detectors, and frisk or physical searches to screen visitors, parcels, staff, passengers, hand luggage and checked baggage for weapons, explosives and suspicious or prohibited items

- Maintains security and order within and around high security zones and facilities, including by watching for irregularities, inspecting vehicles and responding to disturbances
- Responds to security incidents, maintains detailed records and reports incidents to appropriate authorities
- Complies with security and safety procedures and regulatory requirements
- May monitor and maintain security within court rooms, and escort high risk persons within secure areas