AVIO2014A Manage disruptive and or unlawful behaviour

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to manage disruptive and/or unlawful behaviour on transport systems, including monitoring passenger behaviour, identifying and attending to disruptive/unlawful activity, taking appropriate action to control disruptive/unlawful behaviour, and reporting and documenting incident(s). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations of the relevant state/territory authorities related to the management of disruptive and/or unlawful behaviour on transport systems.
Work is performed individually, but skills are required to work within a team environment. It involves the application of routine procedures and regulatory requirements to the management of disruptive and/or unlawful behaviour on transport systems.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Monitor passenger behaviour	1.1 Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour
	1.2 Potential problem situations are quickly identified and steps taken to defuse the situation in accordance with agreed procedures
	1.3 Incidents which breach legislation are identified and appropriate action is taken
	1.4 Surveillance equipment is operated within legal and workplace parameters
2 Identify and resolve disruptive/unlawful activity	2.1 The nature of disruptive or unlawful behaviour is accurately assessed and, if possible, conflict is resolved using relevant conflict resolution strategies
	2.2 Procedures are followed to isolate the offender(s) and minimise disruption to other passengers where appropriate
	2.3 Assistance is sought from other staff and external support services where necessary
	2.4 The situation is resolved and follow-up action is implemented according to the appropriate workplace rules, regulations and guidelines
3 Take action to control unlawful behaviour	3.1 Assistance is sought from other staff and external support services where necessary
	3.2 The nature of the offence and the consequences of the behaviour are clearly communicated to the offender
	3.3 Staff involvement in the apprehension of offenders is undertaken within legal and workplace parameters
4 Report and document incident(s)	4.1 Incidents are reported using the appropriate document format in accordance with workplace policies and procedures
	4.2 All documentation is drafted in accordance with workplace rules, regulations and guidelines

Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and requirements pertaining to the management of disruptive and unlawful behaviour on transport systems

- Relevant OH&S and environmental protection procedures and guidelines

- Risks and hazards when managing disruptive behaviour on a transport system and related precautions to control the risk

- Transport services provided

- Procedures for the management of disruptive and unlawful behaviour

- Legal and workplace parameters with regard to unlawful behaviour

- By-laws and service rules as they apply to disruptive behaviour on transport systems

- Common law as it applies to disruptive and unlawful behaviour on transport systems

- Customer service requirements

- Typical problems that can occur when managing disruptive and unlawful behaviour on transport systems and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate and negotiate effectively with others when managing disruptive and unlawful behaviour on transport systems

- Resolve conflict situations

- Read and interpret instructions, procedures, guidelines and information relevant to the management of disruptive and unlawful behaviour on transport systems

- Interpret and follow operational instructions and prioritise work

- Complete documentation related to work activities

- Operate electronic communication equipment to required protocol

- Work collaboratively with others when managing disruptive and unlawful behaviour on transport systems

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

- Promptly report and/or rectify any identified problems that may occur when managing disruptive and unlawful behaviour on transport systems in accordance with regulatory requirements and workplace procedures

- Implement contingency plans for unanticipated situations that may arise when managing disruptive and unlawful behaviour on transport systems

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the management of disruptive and unlawful behaviour on transport systems

- Monitor work activities in terms of planned schedule

- Modify activities depending on differing operational contingencies, risk situations and

environments

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

- Identify and correctly use equipment, processes and procedures

- Adapt to differences in equipment in accordance with standard operating procedures

- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement

Context of and specific resources for assessment	• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
	• Resources for assessment include:
	  • a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
	  • access to an appropriate range of relevant operational situations in the workplace
	• In both real and simulated environments, access is required to:
	  • relevant and appropriate materials and/or equipment, and/or
	  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment	• Assessment of this unit must be undertaken by a registered training organisation
	• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
	• Practical assessment must occur:
	  • through appropriately simulated activities at the registered training organisation, and/or
	  • in an appropriate range of situations in the workplace

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted in:	• in a range of work environments and weather conditions • by day or night
Customers may be:	• internal or external
Facilities and transportation units may include:	• stations/interchanges/stops • carriages • buses/coaches • amenities • depots/other transport facilities • cafeterias • toilets • ticket offices
Problems may include	• arguments • hostilities • fare evasion • verbal abuse • physical abuse • graffiti • lack of compliance with no smoking signs • lack of compliance with transport regulations • drunken behaviour
Equipment may include:	• video/audio equipment • security services (internal or external) • warning lighting • security mirrors • alarms
Contingency processes may involve:	• notification of external agencies where necessary e.g. police, security guards etc. • assistance from other staff if necessary
Customer safety surveillance may include:	• foot patrol • automatic camera monitoring • local and remote monitoring • vehicle patrol
Consultative processes may involve:	• customers • private and public sector security personnel • police • security consultants • other employees and supervisors

Communication in the work area may include:	• management
	• mobile and fixed phones
	• radio
	• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures
	• enterprise procedures
	• workplace procedures
	• established procedures

Personal protective equipment may include:	• gloves
	• safety headwear and footwear
	• firearms
	• two-way radios

Information/documents may include:	• workplace procedures, regulations, guidelines practices and policies
	• job specifications
	• organisation insurance requirements
	• reports of incidents
	• documentation and records of security breaches
	• conflict resolution documentation
	• relevant manufacturers specifications for equipment used
	• competency standards and training materials
	• codes of practice and regulations concerning transport security
	• award, enterprise bargaining agreement, other industrial arrangements
	• standards and certification requirements
	• quality assurance procedures
	• emergency response procedures
	• rules and regulations in regard to disruptive/unlawful behaviour

Applicable regulations and legislation may include:	• state/territory OH&S regulations and legislation concerning transport security
	• relevant Australian Standards and certification requirements
	• relevant state/territory privacy legislation
	• relevant state/territory firearms legislation
	• licensing and permits for firearms and security occupations
	• relevant state/territory road rules and traffic acts

Transport & Logistics Industry Skills Council

Unit Sector(s)

Not applicable.

Competency field

O – Security