



Australian Government

CSCSAS018 Plan responses to incidents that jeopardise safety and security

Release: 1

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Modification History

Release	Comments
1	<p>This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to CSCSAS501A Plan responses to incidents that jeopardise safety and security.</p>

Application

This unit describes the skills required to determine strategies for agreed resolutions, plan and negotiate with support services, monitor plans in incidents and provide support and leadership to teams.

This unit applies to those working in a leadership role within correctional services. The unit has been designed for significant contextualisation to allow for a wide range of industry environments and work roles and responsibilities, including those in which this function is part of a generic operational role and those in which this is a specialist service function.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to responding to incidents.

Those undertaking this unit work autonomously drawing upon support from a broad range of sources to complete moderately sophisticated tasks. The role requires critical thinking, organisation and communication skills.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Safety and security

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

	further information is detailed in the range of conditions section.
1. Determine strategies for agreed resolutions	<p>1.1 Gather information on the incident from a range of sources.</p> <p>1.2 Analyse all aspects of incident to determine degree of hazard, priorities, optional outcomes and appropriate strategies.</p> <p>1.3 Determine immediate and long-term objectives and assess these against resources and priorities.</p> <p>1.4 Apply a range of communication techniques to make and maintain contact with key people.</p> <p>1.5 Provide clear and factual information to enable an honest and realistic assessment of the interests of key people and their positions.</p> <p>1.6 Develop clear options for resolving the conflict, determine their likely consequences, and analyse the associated benefits and risks.</p> <p>1.7 Confirm areas of agreement and re-assess points of disagreement to establish a common positive position.</p>
2. Plan and negotiate support services	<p>2.1 Assess the need for support services in terms of the situational analysis and determined strategies and priorities.</p> <p>2.2 Negotiate resources of support services according to established procedures, protocols and availability.</p> <p>2.3 Provide information on strategies to support services and establish communication protocols and channels.</p> <p>2.4 Delegate roles and responsibilities according to expertise and resources.</p>
3. Monitor plans in incidents	<p>3.1 Assess incident for degree of risk and determine response to reduce and remove the impact of the incident, minimise risk, preserve the safety and security of all involved and restore order.</p> <p>3.2 Take action to prevent the escalation of incident that is appropriate to the circumstances and agreed procedures.</p> <p>3.3 Ensure that responses and emergency action give priority to the protection of individuals from harm.</p> <p>3.4 Anticipate individual responses to action and stress, evaluate reactions and allocate support at the level required to minimise risks.</p> <p>3.5 Ensure that guidelines for force used for the restoration of control and the maintenance of security result in humane and least-restrictive responses.</p> <p>3.6 Provide accurate and clear reports to the appropriate authority promptly.</p> <p>3.7 Undertake review, evaluation and analysis of incident and organisational response to it, and report recommendations to the appropriate authority promptly and accurately.</p>
4. Provide support	4.1 Allocate roles and responsibilities taking into account the skills

and leadership to teams	<p>and contribution of team members.</p> <p>4.2 Provide clear, accurate and relevant information, guidance and support to meet individual needs.</p> <p>4.3 Make positive use of conflict to enhance individual growth and relationships.</p> <p>4.4 Provide immediate feedback on performance in a constructive and developmental way.</p> <p>4.5 Actively encourage team members to provide ideas and feedback.</p> <p>4.6 Take directions and action that maintain safety and protection of team members at all times.</p>
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Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy N/A				

Performance variables

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](#) <http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCSAS501A Plan responses to incidents that jeopardise safety and security.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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