PROPERTY SERVICES TRAINING

ASSET SECURITY TRAINING PACKAGE – PRS98

Use of Firearms and Defensive Tactics Competency Standards

QUALIFICATION COVERED BY THESE COMPETENCY STANDARDS:

PRS30602 Certificate III in Security (Firearms)

This volume is part of a two volume set and refers only to the endorsed components of PRS98 *Asset Security Training Package* Use of Firearms and Defensive Tactics Competency Standards.

A separate document exists which covers the endorsed components of PRS98 *Asset Security Training Package* relating to Guarding, Control room operations, Sales support, Technical access, Access management, Investigative services and Risk management.

IMPORTANT

Training packages are not static documents. Changes are made periodically to reflect the latest industry practices.

Before commencing any form of training or assessment, you must ensure delivery is from the *current version* of the Training Package.

To ensure you are complying with this requirement :

- Check the Print Version Number just below the copyright statement on the imprint pages of your current Training Package.
- Access the ATP website (**http://www.atpl.net.au**) and check the latest Print Number.
- In cases where the Print Version Number is later than yours, the Print Version Modification History in the Training Package sample on the ATP website will indicate the changes that have been made.

The Modification History is also available on the website of the developer of the Training Package: Property Services Training **http://**www.pstrain.com.au

The National Training Information Service (**http://www.ntis.gov.au**) also displays any changes in Units of Competency and the packaging of qualifications.

MODIFICATION HISTORY – ENDORSED MATERIALS

Please refer to the National Training Information Service for the latest version of Units of Competency and Qualification information (http://www.ntis.gov.au).

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Version	Date of Release	Authorisation:	Comments
1.00	4/12/2002	NTFC	Primary Release
2.00	13/12/2002	NTQC	Introduction of firearms and defensive tactics sector

Forms control: All endorsed training packages will have a version number displayed on the imprint page of every volume constituting that training package. Every training package will display an up-to-date copy of this modification history form, to be placed immediately after the contents page of the first volume of the training package. Comments on changes will only show sufficient detail to enable a user to identify the nature and location of the change. Changes to training packages will generally be batched at quarterly intervals. This modification history form will be included within any displayed sample of that training package and will constitute all detail available to identify changes.

SECTION 1: OVERVIEW OF THE USE OF FIREARMS AND DEFENSIVE TACTICS COMPETENCY STANDARDS

This document details the outcomes of the development of competency standards for the Use of Firearms and Defensive Tactics in the Security industry. The standards were developed between May and August 1999 following a request from the Australian National Training Authority (ANTA) for a review of the functional area to ensure that competencies developed fully identified workplace outcomes that were compatible with the national approach.

The specific area relating to the carriage and use of firearms and the use of force by licensed security officers was identified as a gap in the Security industry competency standards and in the *Asset Security Training Package*. This project focussed on the development of competency standards relevant to the use of firearms and defensive tactics in the Security industry.

The carriage and use of firearms and associated weapons of restraint, namely batons and handcuffs, by private security agents and guards has come under scrutiny through State reviews of legislation (and training) governing the licensed carriage and use of firearms in the Security industry.

The various police departments around Australia have also reviewed licensing and licensed training of security officers who carry firearms and who may have to use them in the course of their job, and found the current arrangements to be less than satisfactory.

Competency Standards

Competency standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standard. Once endorsed, they represent nationally-agreed benchmarks for effective performance in the use of firearms and defensive tactics within the Security industry.

These units encompass all four components of competency, which are:

- performing individual tasks
- managing a number of different tasks within a job
- responding to problems, breakdowns and changes in routine
- dealing with the responsibilities and expectations of the workplace

ANTA requires competency standards to conform to a particular format. A competency standard is made up of a number of Units, comprised of Elements, Performance Criteria, a Range Statement and an Evidence Guide.

Unit Title The title of a general area of competency.	
Unit Descriptor Assists in clarifying the unit title.	
Elements Describe the outcomes which contribute to a unit.	**Performance Criteria** Specify the required level of performance.
Range Statement Expands the Performance Criteria and Elements and puts them into a workplace context.	
Evidence Guide Assists in the interpretation and assessment of the unit. Indicates resource implications, key competencies, context for assessment etc. It provides more information for assessors.	

Key Competencies

The key competencies within the units reside in the context of the skills described and at various levels of performance. They incorporate the seven key competencies defined by the Mayer Committee. These are:

1. Collecting, analysing and organising information.

2. Communicating ideas and information.

3. Planning and organising activities.

4. Working with others and in teams.

5. Using mathematical ideas and techniques.

6. Solving problems.

7. Using technology.

Unit Codes

ANTA has developed a coding system for identifying the components of Training Packages. The codes identify a particular Training Package and the units of competency and qualifications within a Training Package.

In the case of the Use of Firearms and Defensive Tactics competency standards, which are part of the *Asset Security Training Package*, the identifying code is PRSFA. The first two letters identify the Property Services sector, the third identifies the Security industry, and the remaining letters identify the specialist area.

For example:

- Standards within the *Asset Security Training Package*   **PRS**

- Specialist area of Use of Firearms and Defensive Tactics within   **PRSFA**
  the *Asset Security Training Package*

- Use of Firearms and Defensive Tactics unit of competency   **PRSFA07A**

Customisation of Competency Standards

It is necessary to customise standards to maintain the maximum flexibility and transferability of the competencies described. The customisation of units of competency and their packaging into qualifications must ensure the integrity of:

- industry skill requirements

- industry portability requirements

- the national competency standards system and the Australian Qualifications Framework (AQF)

For the purposes of the qualification, the integrity of the units of competency must be maintained by the adoption of all elements within the unit. They may, however, be combined to meet specific needs and to be applied to different contexts.

An organisation can customise individual units by changing terminology in the Performance Criteria, the Range Statement and the Evidence Guides (for example to refer to particular State legislation or an enterprise's standard operating procedures). These changes do not require endorsement, as long as assessment against the unit meets the outcomes identified in it.

Language, Literacy and Numeracy

The competency standards have been written to reflect the technical and operational needs of the Security industry and include appropriate language and literacy requirements.

Access and Equity

The skills required of employees in the Security industry are comprehensive and therefore many and varied employment opportunities are available. The competency standards reflect the range of skills required and are written in a non-exclusive manner to increase the participation rates of equity groups and to minimise unintentional bias.

New Apprenticeships

The qualification in this Package may potentially support the introduction of New Apprenticeships. The industry qualifications framework creates opportunities for a variety of emerging career paths to be addressed.

New Apprenticeships already exist in various parts of the Security industry. This qualification may create another pathway for people currently undertaking a New Apprenticeship in the Security Guarding area.

Qualifications issued as a result of a New Apprenticeship should not be different to qualifications issued as a result of competency demonstrated through the other recognition pathways available in the industry.

Licensing Arrangements

Wide variation in the licensing requirements of States and Territories contributed to the challenge of obtaining national agreement on the development and packaging of these standards to qualifications.

Development of the Competency Standards

These competency standards were developed by the Security industry through a process of research and consultation coordinated by Property Services Training Australia (PSTA). National consultation was undertaken using the industry network. It involved the circulation of standards with feedback through a range of methods, including focus groups and interviews.

SECTION 2: QUALIFICATION FRAMEWORK

AQF Alignment

National competency standards for the Use of Firearms and Defensive Tactics create a new vocational pathway for the Security Services (Guarding) sector.

To determine the relevant AQF level, groupings of the units representing general work functions in the use of firearms and defensive tactics were compared to the AQF descriptors, which relate to the breadth and complexity of work. They include key characteristics such as autonomy, responsibility and accountability, complexity of skill and knowledge, context of application, choice and range of contingencies, discretion and judgement.

It was found that the most appropriate alignment for the package of units was against Certificate III. People working at this level perform *a defined range of skilled operations using discretion and judgement and have the ability to select, adapt and transfer skills to different situations*.

These characteristics fit neatly with the applied skills and knowledge detailed in the Use of Firearms and Defensive Tactics Competency Standards.

The table below highlights the placement of a Certificate III qualification against other available qualifications in the AQF.

Schools Sector	Vocational Education and Training Sector	Higher Education Sector
		Doctoral Degree
		Masters Degree
		Graduate Diploma
		Graduate Certificate
		Bachelor Degree
	Advanced Diploma	Advanced Diploma
	Diploma	Diploma
	Certificate IV	
	Certificate III	
Senior Secondary	Certificate II	
Certificate of Education	Certificate I	

	Entry/Training Levels		Security (Firearms)		Security Management and Higher

Packaging of the Units

The qualification code and title are PRS30602 Certificate III in Security (Firearms). The packaging of the units within this qualification include:

- ***Core units***   applicable to every individual at the qualification level

- ***Elective units***   seen as central to the functions of the specialist area and the qualification level but are not common across the area

- ***Optional unit***   seen as important, but not compulsory to achieve a particular qualification

The focus of the packaging of units is centred around the competency standard dealing with the critical function of the use of firearms–PRSFA07A Defend persons using firearms. This unit is packaged with core units detailed in the *Asset Security Training Package* under the Security (Guarding) stream at the Certificate III level, along with three other units under the heading of 'Use of Firearms'. Elective units are packaged under the heading 'Defensive Tactics'.

The packaging arrangements are illustrated in the table below.

Packaging Arrangements

PRS30602 Certificate III in Security (Firearms)

To achieve the Certificate III in Security (Firearms) a candidate for recognition must demonstrate competency in:

- 12 core units comprised of:

  - 8 core units from Certificate III in Security (Guarding), *and*

  - 4 core units from the Use of Firearms and Defensive Tactics competency standards

Plus

- A minimum of 3 elective units.

  - Either complete 3 or all 4 of the elective Use of Firearms and Defensive Tactics units (unit PRSFA08A is optional), *or*

  - Choose 3 or 4 relevant units from other endorsed Training Packages aligned at an equivalent level.

Complete the following 8 core units from the Certificate III in Security (Guarding):	
PRSSG04A	Communicate in the workplace
PRSSG05A	Manage conflict
PRSSG06A	Maintain occupational health and safety
PRSSG07A	Manage own performance
PRSSG08A	Operate basic security equipment
PRSSG17A	Maintain an effective relationship with clients/customers
PRSSG18A	Work as part of a team
PRSSG28A	Interpret and comply with legal and procedural requirements
Complete the following 4 core Use of Firearms units:	
PRSFA01A	Determine response to security risk situation
PRSFA02A	Maintain security of environment
PRSFA03A	Manage conflict through negotiation
PRSFA07A	Defend persons using firearms

Plus

Complete a minimum of 3 elective Defensive Tactics units:	
PRSFA04A	Control persons using empty hand techniques
PRSFA05A	Control persons using baton
PRSFA06A	Restrain persons using handcuffs
PRSFA08A	Control persons using spray (optional)
OR	
Choose 3 or 4 relevant units from other endorsed Training Packages aligned at an equivalent level.	

As this qualification covers the specialist function of the Use of Firearms, other industry or occupational groups, such as 'cash in transit' and 'correctional services' may want to package it with their specialist competency standards. Therefore, the packaging allows for the incorporation of units from other relevant Training Packages if they are considered appropriate to the nature of the qualification. The PSTA will negotiate with other industries wishing to incorporate their own elective units.

SECTION 3: USE OF FIREARMS AND DEFENSIVE TACTICS COMPETENCY STANDARDS

UNIT–PRSFA01A   **Determine response to security risk situation**

Unit descriptor

This unit covers the applied skills and knowledge required to assess risks and determine the safest response.

ELEMENT		PERFORMANCE CRITERIA	
1	Assess incident	1.1	Incidents are identified and possible responses determined in accordance with use of force guidelines, legal requirements and enterprise procedures
		1.2	Information about incidents is collected from a range of different sources to allow reliable assessment of risk
		1.3	Possible causes of incidents are identified and assessed for degree of security risk
		1.4	Communication is maintained to provide accurate and relevant information to all parties
2	Determine response options	2.1	Responses are evaluated to maximise safety of people in accordance with legal requirements and enterprise procedures
		2.2	The need to take action to reduce the degree of risk is determined according to roles and responsibilities and enterprise procedures
		2.3	Response gives priority to the safety and protection of all people involved in the incident and reduces the possibility of escalation of the incident
		2.4	Response is adjusted or discontinued with changing circumstances in accordance with use of force guidelines
		2.5	Situations requiring assistance are identified and support is promptly requested

RANGE STATEMENT

Incident(s) typically include theft, fire, violence and physical threat, security breaches, riots, destruction of property.

Response(s) include, but are not limited to, defusing situation, tactical withdrawal, request for assistance, use of negotiation techniques, arrest or restraint of person, use of empty hand techniques, use of baton, use of handcuffs, use of firearm.

Legal requirements include applicable Crimes Acts/Codes, applicable security industry legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

Risk assessment should include analysis of the following factors:

- known information about the circumstances of the incident
- known information about people involved in the incident
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team back-up
- communication channels
- range of response options available
- potential and triggers for escalation or defusing

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements
- Identification of current and potential risk factors and their impact on the incident/situation
- Selection of response options within specified legal and strategic limits
- Selection of response options which are most effective for the objective
- Provision of warnings and clear directions to person(s)
- Use of communication techniques to reduce the level of risk or conflict
- Review of response strategies and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines

- system which records trainees' progress and assessment results

- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular unit PRSFA02 Maintain security of environment.

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)

- Enterprise policies and procedures relating to the analysis of security risk and selection of response(s)

- Principles of cooperative team work

Underpinning skills

- Recording and reporting information accurately according to legal and enterprise requirements

- Effective communication and interpersonal techniques, especially under pressure

- Operation of security and communication equipment

- Appreciation of different cultural and social practices

- Surveillance and observation techniques

- Basic problem solving strategies

- Presenting a professional image to members of the public and colleagues

- Interpreting instructions to facilitate common sense solutions within operating parameters

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	2
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSFA02A   **Maintain security of environment**

Unit descriptor

This unit covers the skills and knowledge necessary to maintain a safe and secure environment by monitoring and identifying risk factors.

ELEMENT		PERFORMANCE CRITERIA
1 Maintain effective relations	1.1	Professional image is maintained during interactions with persons in accordance with enterprise procedures
	1.2	Persons are treated with respect, empathy and integrity
	1.3	Communication techniques selected provide clear and accurate information exchange
	1.4	Interpersonal styles and methods are adjusted to account for cultural and social differences
2 Maintain operational safety	2.1	Environmental factors are continually reviewed to identify distinctive features and characteristics which include suspicious patterns of behaviour
	2.2	Information about people, property and incidents is collected using systematic methods of recording
	2.3	Risk factors are accurately identified and analysed in accordance with enterprise procedures
	2.4	Precautionary measures to preserve safety of persons are maintained according to legal requirements and enterprise procedures
	2.5	Situations requiring assistance are identified and support is promptly requested
	2.6	Systems and records are maintained according to legal requirements and enterprise procedures

RANGE STATEMENT

Communication techniques should include, but are not limited to, language–verbal or non-verbal, two-way interaction, constructive feedback, active listening, reflection and summarising.

Cultural and social differences include language–verbal or non-verbal, beliefs and values, religious/spiritual observances, relationships/family structures, social conventions, codes of conduct.

Environmental factors typically include time of day, different degrees of light including low light/darkness, weather, crowds, vehicles, availability of exits and opportunities for escape, presence of several sources of threat, access to assistance and resources.

Risk assessment should include analysis of the following factors:

- factors arising from the physical location, layout and environment
- factors arising from the behaviour and intention of people
- known and unknown factors
- factors arising from equipment such as vehicles, weapons, power and water supplies
- irrational behaviour caused by alcohol/drugs, mental illness, physical illness, hysteria, panic
- multiple source hazards

Legal requirements include applicable Crimes Acts/Codes, applicable security industry legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements
- Identification of current and potential security risk situations and their impact on the environment and people
- Positioning of oneself in an environment to provide maximum protection and the maintenance of a security presence
- Use of communication techniques to reduce the level of risk or conflict
- Accurate application of emergency procedures including interpretation of alarms and calling for assistance
- Provision of warnings and clear directions to person(s)
- Review of response strategies and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines
- system which records trainees' profiles and progress
- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular unit PRSFA01 Determine response to security risk situation.

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)
- Enterprise policies and procedures relating to the maintenance of security of different environments and incident management
- Principles of cooperative team work

Underpinning skills

- Recording and reporting information accurately according to legal and enterprise requirements
- Effective communication and interpersonal techniques, especially under pressure
- Appreciation of different cultural and social practices
- Operation of security and communication equipment
- Surveillance and observation techniques
- Basic problem solving strategies
- Presenting a professional image to members of the public and colleagues
- Interpreting instructions to facilitate common sense solutions within operating parameters

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	2

UNIT–PRSFA03A   **Manage conflict through negotiation**

Unit descriptor

This unit deals with the assessment and resolution of conflict through negotiation.

ELEMENT		PERFORMANCE CRITERIA	
1	Assess conflict	1.1	Conflict is identified and responses evaluated against use of force guidelines, legal requirements and enterprise procedures
		1.2	Causes of conflict and harmful behaviour are anticipated and appropriate responses to prevent escalation are selected and implemented
		1.3	Situations requiring assistance are identified and support promptly requested
2	Negotiate resolution	2.1	Conflict is addressed and resolved constructively using strategies that comply with enterprise procedures
		2.2	Negotiation techniques are used to maintain positive interaction, divert and minimise aggressive behaviour
		2.3	Effective communication techniques are used to ensure understanding of information received or relayed
		2.4	Social and cultural differences are taken into account in the negotiation style and approach taken
		2.5	Mutual agreement to situation and its resolution is confirmed with all relevant people
3	Evaluate response	3.1	Effectiveness of response is evaluated and reviewed in accordance with legal requirements and enterprise procedures
		3.2	Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation
		3.3	Systems, records and reporting procedures are maintained according to enterprise procedures
		3.4	Effects of stress on self are recognised and managed using recognised stress management techniques

RANGE STATEMENT

Legal requirements include applicable Crimes Acts/Codes, applicable security industry legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

Conflict situations typically include persons with felonious intent; persons under the influence of alcohol or drugs; refusals to follow directions and guidance; conflicts between members of public; ejection of persons; situations affecting the security of self, others or property; persons suffering from emotional distress; bystander behaviour.

Negotiation techniques should include, but are not limited to, using strategic questioning and listening to gather information and direct the focus of people involved; use of positive, confident and cooperative language; control of tone of voice and body language; using language and concepts appropriate to the people involved; using clear presentations of options and consequences; demonstrating flexibility and willingness to compromise; summarising of positions and agreements to move understanding.

Communication techniques should include, but are not limited to, language–verbal or non-verbal, two-way interaction, constructive feedback, active listening, reflection and summarising.

Cultural and social differences include language–verbal or non-verbal, beliefs and values, religious/spiritual observances, relationships/family structures, social conventions, codes of conduct.

Effects of stress include inability to concentrate, uncoordinated movements, over-talking, frustration, increasing aggression, tiredness.

Stress management techniques include formal personal and organisational debriefing, informal exploration of incidents with team members and supporters, counselling, review of practice and resources, conscious use of personal recreational activities.

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements
- Identification of current and potential risk factors and their impact on the incident/situation
- Selection of response options which are most effective for the objective
- Use of communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver
- Use of negotiation techniques to defuse and resolve conflict
- Review of conflict management strategies, and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines

- system which records trainees' profiles and progress

- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular units PRSFA01 Determine response to security risk situation, and PRSFA02 Maintain security of environment.

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)

- Enterprise policies and procedures relating to managing conflict through negotiation and incident management

- Principles of cooperative team work

Underpinning skills

- Use of negotiation techniques to minimise threat to self and others

- Recording and reporting information accurately according to legal and enterprise requirements

- Effective communication and negotiation techniques, especially under pressure

- Appreciation of different cultural and social practices

- Operation of security and communication equipment

- Surveillance and observation techniques

- Basic problem solving strategies

- Presenting a professional image to members of the public and colleagues

- Interpreting instructions to facilitate common sense solutions within operating parameters

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	2
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSFA04A   Control persons using empty hand techniques

Unit descriptor

This unit deals with the selection and deployment of appropriate empty hand techniques to minimise risk to self and other persons.

ELEMENT		PERFORMANCE CRITERIA
1 Assess the need to use empty hand techniques	1.1	The need to use empty hand techniques is evaluated against use of force guidelines, legal requirements and enterprise procedures
	1.2	Assessments of person(s)' intentions is based on risk factors and identified opportunities
	1.3	Capacity to complete action effectively is considered prior to commencement and alternative actions assessed for viability
	1.4	Situations requiring assistance are identified and support is promptly requested
2 Apply technique	2.1	Empty hand techniques selected ensure protection of self and smooth and efficient completion of movement
	2.2	Empty hand techniques are applied within use of force guidelines and comply with legal requirements
	2.3	Sufficiency of response is constantly compared against identified opportunities
3 Contain incident	3.1	Response is adjusted or discontinued with changing circumstances in accordance with use of force guidelines
	3.2	Actions to detain person(s) are undertaken within the limits of legal requirements and enterprise procedures
	3.3	Situations requiring assistance are identified and support is promptly requested

ELEMENT	PERFORMANCE CRITERIA
4 Evaluate response	4.1 Effectiveness of response is evaluated and reviewed in accordance with legal requirements and enterprise procedures
	4.2 Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation
	4.3 Systems, records and reporting procedures are maintained according to enterprise procedures
	4.4 Effects of stress on self are recognised and managed using recognised stress management techniques

RANGE STATEMENT

Empty hand techniques include, but are not limited to, body positioning, body safety, avoidance techniques, take-down techniques, locking and holding techniques, impact techniques, blocking techniques.

Legal requirements include applicable Crimes Acts/Codes, applicable security industry legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

Person(s)' intentions typically include pursuit of conflict, aggression, withdrawal, submission.

Risk assessment should include analysis of the following factors:

- known information about the circumstances of the incident
- known information about people involved in the incident
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team back-up
- communication channels
- range of response options available
- potential and triggers for escalation or defusing

Identified opportunities include, but are not limited to, lapses in concentration, distractions, opportunities for escape, access to weapons, presence of support.

Alternative actions include, but are not limited to, tactical withdrawal, use of negotiation techniques, request for assistance, use of baton, use of handcuffs, use of firearm.

Effects of stress include inability to concentrate, uncoordinated movements, over-talking, frustration, increasing aggression, tiredness.

Stress management techniques include formal personal and organisational debriefing, informal exploration of incidents with team members and supporters, counselling, review of practice and resources, conscious use of personal recreational activities.

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements
- Identification of current and potential risk factors and their impact on the incident/situation
- Selection of response options within specified legal and strategic limits
- Selection of response options which are most effective for the objective
- Provision of warnings and clear directions to person(s)
- Application of appropriate use of force according to threat
- Timely reactions in the application and the termination of force
- Review of response strategies and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines
- system which records trainees' profiles and progress
- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular:

- unit PRSFA01 Determine response to security situation

- unit PRSFA02 Maintain security of environment

- unit PRSFA03 Manage conflict through negotiation

- unit PRSFA06 Restrain persons using handcuffs

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)

- Enterprise policies and procedures relating to the use of empty hand techniques

- Powers and procedures for effecting an arrest

- Body dynamics and the effect of force on the body

- Teamwork principles and strategies

Underpinning skills

- Use of appropriate force options to minimise threat to self and to others

- Recording and reporting information accurately according to legal and enterprise requirements

- Effective communication and negotiation techniques, especially under pressure

- Appreciation of different cultural and social practices

- Operation of security and communication equipment

- Surveillance and observation techniques

- Basic problem solving strategies

- Presenting a professional image to members of the public and colleagues

- Interpreting instructions to facilitate common sense solutions within operating parameters

- First aid

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	2
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSFA05A   **Control persons using baton**

Unit descriptor

This unit deals with the evaluation of an incident and deployment of a baton to minimise risk to self and other persons.

ELEMENT		PERFORMANCE CRITERIA
1 Assess the need to use baton	1.1	The need to use baton is evaluated against use of force guidelines, legal requirements and enterprise procedures
	1.2	Assessment of person(s)' intentions is based on risk factors and identified opportunities
	1.3	Capacity to complete action effectively is considered prior to commencement and alternative actions assessed for viability
	1.4	Situations requiring assistance are identified and support is promptly requested
2 Use baton	2.1	Baton is carried in a secure, protected and accessible position for safe deployment
	2.2	Baton is presented and applied using recognised techniques in accordance with use of force guidelines and legal requirements
	2.3	Grip and handling of baton ensures retention and continued control
3 Contain incident	3.1	Response is adjusted or discontinued with changing circumstances in accordance with use of force guidelines
	3.2	Actions to detain person(s) are undertaken within the limits of legal requirements and enterprise procedures
	3.3	Situations requiring assistance are identified and support is promptly requested

ELEMENT	PERFORMANCE CRITERIA
4 Evaluate response	4.1 Effectiveness of response is evaluated and reviewed in accordance with legal requirements and enterprise procedures
	4.2 Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation
	4.3 Systems, records and reporting procedures are maintained according to enterprise procedures
	4.4 Effects of stress on self are recognised and managed using recognised stress management techniques

RANGE STATEMENT

Batons include, but are not limited to, extendable, straight, side handle.

Legal requirements include applicable Crimes Acts/Codes, applicable security industry legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

Person(s)' intentions typically include pursuit of conflict, aggression, withdrawal, submission.

Risk assessment should include analysis of the following factors:

- known information about the circumstances of the incident

- known information about people involved in the incident

- observation of the environment and physical conditions

- the nature of the incident

- available resources and team back-up

- communication channels

- range of response options available

- potential and triggers for escalation or defusing

Identified opportunities include, but are not limited to, lapses in concentration, distractions, opportunities for escape, access to weapons, presence of support.

Alternative actions include, but are not limited to, tactical withdrawal, use of negotiation techniques, request for assistance, use of empty hand techniques, use of handcuffs, use of firearm.

Recognised techniques should include, but are not limited to, baton impact, locking, blocking, redirection and interception techniques.

Effects of stress include inability to concentrate, uncoordinated movements, over-talking, frustration, increasing aggression, tiredness.

Stress management techniques include formal personal and organisational debriefing, informal exploration of incidents with team members and supporters, counselling, review of practice and resources, conscious use of personal recreational activities.

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements
- Identification of current and potential risk factors and their impact on the incident/situation
- Selection of response options within specified legal and strategic limits
- Selection of response options which are most effective for the objective
- Provision of warnings and clear directions to person(s)
- Application of defensive strike techniques that avoid vital areas of the body where applicable
- Timely reactions in the application and the termination of force
- Review of response strategies and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines
- system which records trainees' profiles and progress
- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular:

- unit PRSFA01 Determine response to security situation

- unit PRSFA02 Maintain security of environment

- unit PRSFA03 Manage conflict through negotiation

- unit PRSFA06 Restrain persons using handcuffs

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)

- Enterprise policies and procedures relating to the use of baton and incident management

- Powers and procedures for effecting an arrest

- Body dynamics and the effect of force of baton strikes on the body

- Teamwork principles and strategies

Underpinning skills

- Use of appropriate force options to minimise threat to self and to others

- Recording and reporting information accurately according to legal and enterprise requirements

- Effective communication and negotiation techniques, especially under pressure

- Appreciation of different cultural and social practices

- Operation of security and communication equipment

- Surveillance and observation techniques

- Basic problem solving strategies

- Presenting a professional image to members of the public and colleagues

- Interpreting instructions to facilitate common sense solutions within operating parameters

- Maintaining baton in serviceable condition

- First aid

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	2
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	2

UNIT–PRSFA06A   Restrain persons using handcuffs

Unit descriptor

This unit covers skills and knowledge required to assess the need and effective use of handcuffs to restrain a person.

ELEMENT	PERFORMANCE CRITERIA
1 Assess the need to use handcuffs	1.1 The need to use handcuffs is evaluated against use of force guidelines, legal requirements and enterprise procedures
	1.2 Assessment of person(s)' intentions is based on risk factors and identified opportunities
	1.3 Capacity to complete action effectively is considered prior to commencement and alternative actions assessed for viability
	1.4 Situations requiring assistance are identified and support is promptly requested
2 Use handcuffs	2.1 Handcuffs are carried in a secure, protected and accessible position for safe deployment
	2.2 Handcuffs comply with legal requirements, are serviceable and can be applied safely in accordance with use of force guidelines and legal requirements
	2.3 Physical contact during restraint ensures that any humiliation or indignity suffered by the subject is minimised
3 Contain incident	3.1 Response is adjusted or discontinued with changing circumstances in accordance with use of force guidelines
	3.2 Actions to detain person(s) are undertaken within the limits of legal requirements and enterprise procedures
	3.3 Situations requiring assistance are identified and support is promptly requested

ELEMENT	PERFORMANCE CRITERIA
4 Contain incident	4.1 Effectiveness of response is evaluated and reviewed in accordance with legal requirements and enterprise procedures
	4.2 Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation
	4.3 Systems, records and reporting procedures are maintained according to enterprise procedures
	4.4 Effects of stress on self are recognised and managed using recognised stress management techniques

RANGE STATEMENT

Handcuffs include, but are not limited to, rigid, linking, purpose-designed restraints or handcuffs, security chain link.

Legal requirements include applicable Crimes Acts/Codes, applicable security industry legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

Person(s)' intentions typically include pursuit of conflict, aggression, withdrawal, submission.

Risk assessment should include analysis of the following factors:

- known information about the circumstances of the incident

- known information about people involved in the incident

- observation of the environment and physical conditions

- the nature of the incident

- available resources and team back-up

- communication channels

- range of response options available

- potential and triggers for escalation or defusing

Identified opportunities include, but are not limited to, lapses in concentration, distractions, opportunities for escape, access to weapons, presence of support.

Alternative actions include, but are not limited to, tactical withdrawal, use of negotiation techniques, request for assistance, use of empty hand techniques, use of baton, use of firearm.

Effects of stress include inability to concentrate, uncoordinated movements, over-talking, frustration, increasing aggression, tiredness.

Stress management techniques include formal personal and organisational debriefing, informal exploration of incidents with team members and supporters, counselling, review of practice and resources, conscious use of personal recreational activities.

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements
- Identification of current and potential risk factors and their impact on the incident/situation
- Selection of response options within specified legal and strategic limits
- Selection of response options which are most effective for the objective
- Provision of warnings and clear directions to person(s)
- Application of handcuffs minimises harm to subject
- Timely reactions in the application and the termination of force
- Application of handcuffs in different situations
- Review of response strategies and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines

- system which records trainees' profiles and progress

- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular:

- unit PRSFA01 Determine response to security situation

- unit PRSFA02 Maintain security of environment

- unit PRSFA03 Manage conflict through negotiation

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)

- Enterprise policies and procedures relating to the use of handcuffs and incident management

- Powers and procedures for effecting an arrest

- Mental and physical effects of the application of handcuffs to a person

- Teamwork principles and strategies

Underpinning skills

- Use of appropriate force options to minimise threat to self and to others

- Recording and reporting information accurately according to legal and enterprise requirements

- Effective communication and negotiation techniques, especially under pressure

- Appreciation of different cultural and social practices

- Operation of security and communication equipment

- Surveillance and observation techniques

- Basic problem solving strategies

- Presenting a professional image to members of the public and colleagues

- Interpreting instructions to facilitate common sense solutions within operating parameters

- Maintaining handcuffs in serviceable condition

- First aid

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	2
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	2

UNIT–PRSFA07A   Defend persons using firearms

Unit descriptor

This unit deals with the skills and knowledge required to assess the need to use firearms and the effective deployment of firearms to protect persons.

ELEMENT	PERFORMANCE CRITERIA
1 Assess the need to use firearms	1.1 The need to use firearms is evaluated against use of force guidelines, legal requirements and enterprise procedures
	1.2 Assessment of person(s)' intentions is based on risk factors and identified opportunities
	1.3 Capacity to complete action effectively is considered prior to commencement and alternative actions assessed for viability
	1.4 Situations requiring assistance are identified and support is promptly requested
2 Use firearm	2.1 Firearm carriage is secure, protected, accessible and complies with legal requirements and enterprise procedures
	2.2 Tactical positioning is consistent with assessment of person(s)' intentions and anticipates a range of possible actions
	2.3 Judgements on the use of firearms are justified in terms of use of force guidelines and legal requirements
	2.4 Ammunition is appropriate to firearm and complies with manufacturer's specifications and legal requirements
	2.5 Protective equipment is selected according to the requirements of the situation and used in accordance with enterprise procedures
	2.6 Grip, handling and presentation of firearm complies with legal requirements and ensures retention and continued control
	2.7 Discharge of firearm is sufficient only to stop the progress of life-threatening situations

	ELEMENT		PERFORMANCE CRITERIA
3	Contain incident	3.1	Response is adjusted or discontinued with changing circumstances in accordance with use of force guidelines
		3.2	Resolution and isolation of threat is confirmed by constantly monitoring the person(s)' positions and behaviour
		3.3	Actions to detain person(s) are undertaken within the limits of legal requirements and enterprise procedures
		3.4	Situations requiring assistance are identified and support is promptly requested
4	Evaluate response	4.1	Effectiveness of response is evaluated and reviewed in accordance with legal requirements and enterprise procedures
		4.2	Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation
		4.3	Systems, records and reporting procedures are maintained according to enterprise procedures
		4.4	Effects of stress on self are recognised and managed using recognised stress management techniques

RANGE STATEMENT

Firearms should include at least one of the following: revolvers, shotguns, semi-automatics.

Legal requirements include applicable Crimes Acts/Codes, applicable firearms and security legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

Person(s)' intentions typically include pursuit of conflict, aggression, withdrawal, submission.

Risk assessment should include analysis of the following factors:

- known information about the circumstances of the incident

- known information about people involved in the incident

- observation of the environment and physical conditions

- the nature of the incident

- available resources and team back-up

- communication channels

- range of response options available

- potential and triggers for escalation or defusing

Identified opportunities include, but are not limited to, lapses in concentration, distractions, opportunities for escape, access to weapons, presence of support.

Alternative actions include, but are not limited to, tactical withdrawal, use of negotiation techniques, request for assistance, use of empty hand techniques, use of baton, use of handcuffs.

Tactical positioning should include, but is not limited to, stances, access to cover, capacity to reload, safety of others, capacity to withdraw or arrest subject.

Judgements should include, but are not limited to, number of bullets fired, deployment of weapon, withdrawal of weapon, safety of others , safety of self, decision to reload, assessment of physical conditions.

Ammunition should include manufacturer's specified ammunition , factory loaded, ammunition specified in legal and licensing requirements.

Effects of stress include inability to concentrate, uncoordinated movements, over-talking, frustration, increasing aggression, tiredness.

Stress management techniques include formal personal and organisational debriefing, informal exploration of incidents with team members and supporters, counselling, review of practice and resources, conscious use of personal recreational activities.

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements

- Identification of current and potential risk factors and their impact on the incident/situation

- Selection of response options within specified legal and strategic limits

- Selection of response options which are most effective for the objective

- Demonstrated firearms safe handling skills

- Provision of warnings and clear directions to person(s)

- Demonstrated capacity to maintain consistent accuracy in the discharge of firearm (e.g. at a firing range)

- Timely reactions in the application and the termination of force

- Maintenance of firearms licensing requirements

- Review of response strategies and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation, such as at a firing range. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines

- system which records trainees' profiles and progress

- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular:

- unit PRSFA01 Determine response to security situation

- unit PRSFA02 Maintain security of environment

- unit PRSFA03 Manage conflict through negotiation

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)

- Enterprise policies and procedures relating to the use of firearms and incident management

- Powers and procedures for effecting an arrest

- Body dynamics and the effect of ballistics on the body

- Teamwork principles and strategies

Underpinning skills

- Use of appropriate force options to minimise threat to self and to others

- Recording and reporting information accurately according to legal and enterprise requirements

- Effective communication and negotiation techniques, especially under pressure

- Appreciation of different cultural and social practices

- Operation of security and communication equipment

- Surveillance and observation techniques

- Basic problem solving strategies

- Presenting a professional image to members of the public and colleagues

- Interpreting instructions to facilitate common sense solutions within operating parameters

- Maintaining firearm in serviceable condition

- First aid

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	2
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	2

UNIT–PRSFA08A   **Control persons using spray**

Unit descriptor

This unit covers the skills and knowledge required to assess the need to use spray and the effective use of spray to protect persons.

ELEMENT	PERFORMANCE CRITERIA
1 Assess the need to use spray	1.1 The need to use spray is evaluated against use of force guidelines, legal requirements and enterprise procedures
	1.2 Assessment of person(s)' intentions is based on risk factors and identified opportunities
	1.3 Capacity to complete action effectively is considered prior to commencement and alternative actions assessed for viability
	1.4 Situations requiring assistance are identified and support is promptly requested
2 Use spray	2.1 Spray equipment is secure, accessible and complies with legal requirements and enterprise procedures
	2.2 Tactical positioning is consistent with assessment of person(s)' intentions and anticipates a range of possible actions
	2.3 Judgements on the use of spray are justified in accordance with legal requirements and enterprise procedures
	2.4 Grip, handling and presentation of spray complies with legal requirements and ensures retention and continued control
	2.5 Protective equipment is selected according to the requirements of the situation and used in accordance with enterprise procedures

ELEMENT	PERFORMANCE CRITERIA
3 Contain incident	3.1 Response is adjusted or discontinued with changing circumstances in accordance with use of force guidelines
	3.2 Resolution and isolation of threat is confirmed by constantly monitoring the person(s)' position and behaviour
	3.3 Actions to detain person(s) are undertaken within the limits of legal requirements and enterprise procedures
	3.4 Situations requiring assistance are identified and support promptly requested
	3.5 Persons affected by spray are monitored and provided with adequate after-care
4 Evaluate response	4.1 Effectiveness of response is evaluated and reviewed in accordance with legal requirements and enterprise procedures
	4.2 Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation
	4.3 Systems, records and reporting procedures are maintained according to enterprise procedures.
	4.4 Effects of stress on self are recognised and managed using recognised stress management techniques

RANGE STATEMENT

Sprays include, but are not limited to, capsicum, CS/CN or other chemical agents as authorised by relevant legislation.

Legal requirements include applicable Crimes Acts/Codes, applicable security industry legislation, licensing arrangements, relevant Commonwealth/State/Territory legislation.

Person(s)' intentions typically include pursuit of conflict, aggression, withdrawal, submission.

Risk assessment should include analysis of the following factors:

- known information about the circumstances of the incident
- known information about people involved in the incident
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team back-up
- communication channels
- range of response options available
- potential and triggers for escalation or defusing

Identified opportunities include, but are not limited to, lapses in concentration, distractions, opportunities for escape, access to weapons, presence of support.

Alternative actions include, but are not limited to, tactical withdrawal, negotiation, request for assistance.

Tactical positioning should include, but is not limited to, stances, access to cover, safety of others, capacity to withdraw or arrest subject.

Judgements should include but are not limited to, deployment of weapon, point of aim on target, withdrawal of weapon, safety of others , safety of self, assessment of physical conditions.

Protective equipment typically includes body armour or protective clothing.

Effects of stress include inability to concentrate, uncoordinated movements, over-talking, frustration, increasing aggression, tiredness.

Stress management techniques include formal personal and organisational debriefing, informal exploration of incidents with team members and supporters, counselling, review of practice and resources, conscious use of personal recreational activities.

EVIDENCE GUIDE

Critical aspects

- Accurate interpretation and compliance with legal and procedural requirements

- Identification of current and potential risk factors and their impact on the incident/situation

- Selection of response options within specified legal and strategic limits

- Selection of response options which are most effective for the objective

- Provision of warnings and clear directions to person(s)

- Demonstrated capacity to minimise secondary exposures in the discharge of spray

- Timely reactions in the application and the termination of force

- Review of response strategies and adjustments made according to changing circumstances

Context of assessment

Assessment of performance requirements in the unit must be undertaken in a workplace context. In certain circumstances assessment may be done off the job in an environment that closely replicates a real workplace situation. Such assessments must be supplemented with evidence of on-the-job performance before units are achieved and qualifications are awarded.

Resources required for assessment include:

- availability of qualified assessors and assessment guidelines

- system which records trainees' profiles and progress

- facilities and resources for workplace or simulated environment assessment

Interdependent assessment of units

To enable holistic assessment this unit may be assessed with other units that form part of the job role, in particular:

- unit PRSFA01 Determine response to security situation

- unit PRSFA02 Maintain security of environment

- unit PRSFA03 Manage conflict through negotiation

Underpinning knowledge

- Legislative and/or other legal provisions (including provisions governing the use of force, reactive use of force, the misuse of force, proactive use of force, the duty of care under criminal and civil law)
- Enterprise policies and procedures relating to the use of spray and incident management
- Powers and procedures for effecting an arrest
- Body dynamics and the effect of spray on the body
- Teamwork principles and strategies

Underpinning skills

- Use of appropriate force options to minimise threat to self and to others
- Recording and reporting information accurately according to legal and enterprise requirements
- Effective communication and negotiation techniques, especially under pressure
- Appreciation of different cultural and social practices
- Operation of security and communication equipment
- Surveillance and observation techniques
- Basic problem solving strategies
- Presenting a professional image to members of the public and colleagues
- Interpreting instructions to facilitate common sense solutions within operating parameters
- Maintaining spray and spray equipment in accordance with guidelines
- First aid

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	2
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	2

UNIT–PRSSG04A   Communicate in the workplace

Unit descriptor

This unit deals with maintaining effective standards of communication with clients and customers in the workplace.

ELEMENT		PERFORMANCE CRITERIA	
1	Act on instructions from supervising staff	1.1	Response to directions/instructions is dealt with so as to ensure the task is carried out and the requirements met
		1.2	Instructions are clarified to ensure complete understanding of the tasks and the requirements
		1.3	Instructions are carried out to ensure that specified timeframes are met
		1.4	Disagreements over instructions are resolved using appropriate conflict resolution procedures
2	Manage information relating to the workplace	2.1	Information is organised in a clear, concise and logical manner to allow efficient reference and retrieval
		2.2	Workplace documents are completed according to legal and employer requirements
		2.3	Security of documents and information is ensured by adherence to assignment instructions
3	Document incidents	3.1	All information relevant to and surrounding the incident is recorded according to employer requirements
		3.2	Document is set out, presented and maintained in an appropriate format and according to legal requirements
		3.3	Document is written using language that is clear and to the point
4	Communicate verbally	4.1	Language used in all verbal communication is clear, concise and appropriate to client and assignment requirements
		4.2	Communication is effectively maintained by use of approved terminology and call signs in all radio communications

ELEMENT	PERFORMANCE CRITERIA
5 Interact with the customer	5.1 Customer/client is greeted appropriately by use of the recognised company greeting on all occasions
	5.2 Customer/client needs are established through use of effective questioning, listening and summarising skills
	5.3 Customer/client needs are satisfied and recorded where necessary according to assignment instructions
6 Provide advice to clients, customers and the public	6.1 Information is provided based on accurate assessment of customer/client needs and is presented in a clear and succinct manner
	6.2 Range of options is identified and clearly presented, when available
	6.3 Details of advice are given recorded and filed for reference as appropriate
	6.4 Advice is provided according to assignment instructions

RANGE STATEMENT

Officer's responsibilities are as defined in assignment instructions.

Instructions may include directions, requests, written or verbal.

Persons making requests may be supervisors, managers, colleagues, members of the public, clients.

Format of documents may be as specified by employer or client.

Customers may include external customers, internal customers, representatives of related services, contractors.

Documents may include employer policy and procedures, security plans, incident reports, daily/weekly reports, shift reference file, assignment instructions, key register, message book, security notebook, site plans.

Modes of communication may include telephone, face-to-face, electronic media, documents.

Advice includes site, client, employer information.

Customer/client needs may include information, advice, direction.

EVIDENCE GUIDE

Critical aspects

Evidence should include demonstrated capacity to:

- accurately act on a variety of work-related instructions
- communicate effectively in a variety of situations and with a diverse client/customer base

Evidence should also include:

- correctly completed and maintained workplace documents including logs, journals or records that confirm instructions are carried out
- correctly maintained filing systems

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit
- continuous assessment in the workplace, taking into account the range of variables affecting performance
- self-assessment on the same terms as those described above
- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Resources required for assessment include:

- access to a relevant venue
- assignment instructions
- logbooks, journals, filing systems, communications equipment
- operational manuals and makers'/customers' instructions (if relevant)
- assessment instruments, including personal planner and assessment record book

Interdependent assessment of units

This unit may be assessed with unit PRSSG05 Manage conflict, and unit PRSSG17 Maintain an effective relationship with clients/customers.

Underpinning knowledge

- Assignment instructions and approved company greeting

- Own and supervisor's areas of responsibility and authority

- Required documentation procedures

- Approved communication terminology and call signs

Underpinning skills

- Operation of communications equipment and systems

- Written communication

- Verbal communication

- Observation

- Following instructions

- Filing

- Recording information and report writing

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	1
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSSG05A   **Manage conflict**

Unit descriptor

This unit deals with handling, defusing and resolving difficult situations occurring in the workplace with minimum use of force. These include conflict situations occurring amongst members of the public and between members of the public and the security officer.

This unit may be contextualised to provide the same outcome as unit THHBTHS04A Manage intoxicated persons (Tourism and Hospitality), when applied in the Tourism and Hospitality industry.

ELEMENT	PERFORMANCE CRITERIA	
1 Identify conflict situations	1.1	Conflict situation is identified
	1.2	Person(s) involved is dealt with in a manner appropriate to the situation and according to assignment instructions and employer policy
	1.3	Assistance is sought as appropriate
	1.4	Conflict situations and/or persons are reported to the appropriate personnel according to assignment instructions
2 Manage conflict situation	2.1	Conflict assessment and management techniques are used to establish possible solutions
	2.2	Minimum force options are proposed to resolve conflict including verbal and physical options
	2.3	Assistance is sought to deal with unresolved conflicts as required and according to assignment instructions
	2.4	Interaction is terminated tactfully when appropriate

RANGE STATEMENT

Conflict situations are those occurring between members of the public and security personnel and may include:

- difficult people (including those under the influence of drugs and alcohol)
- ejection of people from the premises (where authority exists)
- those in breach of legal requirements, pickets, lockouts
- demonstrations

- refusal to submit to search
- persons attempting to bring prohibited items into the premises (e.g. cameras, matches, alcohol)
- people ignoring the client's policies and OHS requirements
- legal disputes
- refused entry/seeking re-entry
- refusal to produce ID/comply with request
- refusal to submit to search or screening.

Persons may include clients, customers, visitors, contractors, staff.

Conflicts are those occurring between members of the public and security personnel and affecting the security or safety of persons, premises, sterile areas, or property within the officer's responsibilities; occurring between security officers and agents/staff of the client.

EVIDENCE GUIDE

Critical aspects

Evidence should include a demonstrated capacity to assess conflict situations and propose solutions.

Evidence of competency may include observation of performance which:

- identifies conflict situations
- deals with person(s) in an appropriate manner and according to assignment instructions and company policy
- seeks assistance where appropriate
- reports person(s) to appropriate personnel in accordance with assignment instructions
- uses conflict assessment and management techniques to establish possible solutions
- follows suitable options to resolve conflict
- seeks assistance to deal with unresolved conflicts
- terminates interaction tactfully where appropriate

When applied in the Tourism and Hospitality industry, as when handling 'intoxicated persons', the following criteria need to be addressed:

- assessment of legal status for entry to premises where alcohol is sold/accessed

- assessment of levels of intoxication

- the application of appropriate and approved procedures

- strategies used to remove (intoxicated) persons from the premises

- the level of customer service protocols applied

- compliance with relevant State and Territory liquor legislation

- use of force continuous guidelines

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit

- continuous assessment in the workplace, taking into account the range of variables affecting performance

- self-assessment on the same terms as those described above

- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Resources required for assessment include:

- access to a relevant venue and audiovisual equipment (if relevant)

- communications equipment likely to be used in crowd control (if relevant)

- case studies

- assessment instruments, including personal planner and assessment record book

Interdependent assessment of units

This unit may be assessed in combination with unit PRSSG04A Communicate in the workplace. This unit and unit THHBTHS04A Manage intoxicated persons, in the Tourism and Hospitality standards, may be linked for the purpose of assessment. This unit is a requirement of occupational licensing in New South Wales.

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<tr><td>

Underpinning knowledge

- Assignment instructions and/or client brief
- Company policy and procedures
- Legal requirements
- Use of force continuum guidelines
- Legislative requirements in relation to trespass and right of access

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Underpinning skills

- Conflict resolution skills
- Tact and discretion when handling conflict situations
- Assessment of situations requiring back-up assistance
- Communication
- Problem solving
- Listening
- Incident reporting

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Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSSG06A   **Maintain occupational health and safety**

Unit descriptor

This unit deals with recognising potential health and safety risks and the procedures and action needed to eliminate or minimise those risks.

ELEMENT		PERFORMANCE CRITERIA
1 Identify OHS risks	1.1	Potential hazards and identified hazards are recognised
	1.2	Hazards and potential hazards are immediately rectified where possible and/or temporary action instigated to minimise risk until a permanent fix is in place
	1.3	Identified and potential hazards to health and safety are recorded and reported according to organisation's procedures and assignment instructions
	1.4	Duties undertaken and procedures used comply with employer/client health and safety codes of practice, and relevant Occupational Health and Safety Act
2 Contribute to the ongoing development of the organisation's OHS procedures	2.1	Issues which may improve or enhance organisation's and/or site OHS are noted and communicated to appropriate client/employer representative
	2.2	Client/employer request for contribution to OHS matters is clarified when necessary and actioned
	2.3	Contributions are made within scope of responsibilities, competence and employer procedures

RANGE STATEMENT

Risks include all risks internal and external to premises under officer's responsibilities and/or risk to officer's own health and safety.

OHS Acts and regulations are those set out in Federal, State or Territory legislation.

A hazard is a dangerous condition, either potential or inherent, which can interrupt or interfere with progress of a work activity.

Hazards and potential hazards may be identified at any other time.

Hazards and potential hazards may include exposure to toxic substances; risk of infectious diseases; decontamination re field infection, bodily fluids and weapon wounds; non-compliance with safety requirements; biological contagion; equipment failure, vehicles; firearms.

Equipment may include gloves, protective clothing/shoes, hard hats, safety glasses, hearing protection.

EVIDENCE GUIDE

Critical aspects

Evidence should include:

- knowledge of the hierarchy of eliminating or controlling risks

- knowledge of role and responsibilities of workplace health and safety delegate

- demonstrated capacity to detect and respond to a variety of hazards and potential hazards

- demonstrated capacity to adhere to assignment instructions regarding specific hazards

- correctly completed and maintained site log or notification sheet; housekeeping log (equipment)

- verbal or written submissions/proposals outlining potential hazards

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit

- continuous assessment in the workplace, taking into account the range of variables affecting performance

- self-assessment on the same terms as those described above

- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Where workplace observation is not practicable, simulations may be used.

Resources required for assessment include:

- access to a relevant venue

- a selection of personal protective equipment including a first aid box

- assignment instructions, log books or notification sheet, emergency services information and contact numbers, HAZCHEM data sheets

- enterprise OHS policy and relevant codes of practice

- assessment instruments, including personal planner and assessment record book

Interdependent assessment of units

This unit may be assessed in with any other unit(s) in this standard.

Underpinning knowledge

- Employer/client OHS policies and procedures

- The use of personal safety equipment and special clothing

- Availability and contact numbers of emergency services

- Employee responsibilities and obligations

- Legal health and safety ramifications

- Relevant OHS Acts and regulations

Underpinning skills

- Labelling and storage of hazardous substances

- The use of personal safety equipment and special clothing

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	1
Solving problems	1
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSSG07A   **Manage own performance**

Unit descriptor

This unit deals with effectively managing own workload and quality of work.

ELEMENT		PERFORMANCE CRITERIA	
1	Plan for completion of own workload	1.1	Tasks are accurately identified
		1.2	Priority is allocated to each task
		1.3	Timelines are allocated to each task or series of tasks
		1.4	Tasks' deadlines are known and complied with whenever possible
		1.5	Work schedules are known and completed within agreed timeframes
		1.6	Work plans are developed according to assignment requirements and employer policy
		1.7	Uncompleted work or tasks are detailed and responsibility for completion is passed to incoming shift or other appropriate persons
2	Maintain quality of own performance	2.1	Personal performance is continually monitored against agreed performance standards
		2.2	Advice and guidance are sought when necessary to achieve or maintain agreed standards
		2.3	Guidance from management is applied to achieve or maintain agreed standards
		2.4	Standard of work is clarified and agreed according to employer policy and procedures

RANGE STATEMENT

Tasks may be identified through assignment instructions, verbal instructions by senior officer, policy documents, duty statements, self-assessment.

Tasks may be daily tasks, weekly tasks, regularly or irregularly occurring tasks.

Performance measures and indicators may be those in assignment instructions, procedures established in policy documents.

EVIDENCE GUIDE

Critical aspects

- Verbal or written work plan assessed through observation and discussion of site and employer requirements
- Demonstrated capacity to complete task within specified timeframe

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit
- continuous assessment in the workplace, taking into account the range of variables affecting performance
- self-assessment on the same terms as those described above
- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Resources required for assessment include:

- access to a relevant venue
- assignment instructions, work plans and schedules, policy documents and duty statements
- assessment instruments, including personal planner and assessment record book

Interdependent assessment of units

This unit may be assessed with any other unit(s) in the Security standards.

Underpinning knowledge	Underpinning skills
• Site and assignment requirements	• Capacity to plan and prioritise security workloads and requirements
• Employer policy on performance management	• Time and task management
• Indicators of appropriate performance for each area of responsibility	
• Steps for improving or maintaining performance	

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSSG08A	Operate basic security equipment

Unit descriptor

This unit deals with operating basic security equipment including computers and communication equipment.

ELEMENT	PERFORMANCE CRITERIA
1 Operate communication equipment	1.1 All equipment is regularly checked to ensure it is operational
	1.2 All equipment is operated according to standard operating procedures
2 Operate computer equipment	2.1 Information is entered according to software instructions and sequences, and standard operating procedures
	2.2 Information is entered, assessed and checked for reliability and accuracy
	2.3 Information is updated regularly where appropriate
3 Check basic monitoring equipment	3.1 Records are legibly maintained according to assignment details
	3.2 Alarm sectors are tested according to assignment instructions
	3.3 Faulty equipment is identified and steps taken to rectify the situation according to assignment instructions

RANGE STATEMENT

Communication equipment may include portable and mounted two-way radio, mobile phones, fax, pagers.

Records may include alarm generations.

Computerised systems may include alarm systems–fire, mechanical services, lifts, emergency; energy management programs–various manufacturers; those specified in assignment instructions.

EVIDENCE GUIDE

Critical aspects

Evidence should include demonstrated capacity to:

- correctly select and search computer menus as appropriate

- accurately enter a variety of relevant data

- check and test monitoring equipment and nominate the steps necessary to rectify the situation

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit

- continuous assessment in the workplace, taking into account the range of variables affecting performance

- self-assessment on the same terms as those described above

- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Resources required for assessment include:

- access to a relevant venue and equipment

- assignment instructions, work plans and schedules, policy documents and duty statements

- assessment instruments, including personal planner and assessment record book

Interdependent assessment of units

This unit may be assessed in combination with:

- unit PRSSG02 Control access to and exit from premises
- unit PRSSG03 Maintain safety of premises and personnel
- unit PRSSG10 Screen baggage and people to minimise security risk
- unit PRSSG12 Provide for safety of persons

Underpinning knowledge

- Site and equipment monitoring requirements
- Operating and maintenance procedures for fire equipment
- Assignment instructions
- Types of communication systems as appropriate
- Employer requirements regarding collection and input of data

Underpinning skills

- Basic keyboard skills
- Identifying faulty equipment
- Operating communication systems
- Operating basic security equipment
- Fault identification

Key competencies

Collecting, analysing and organising information	1
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	1
Solving problems	1
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSSG17A   **Maintain an effective relationship with clients/customers**

Unit descriptor

This unit deals with building and maintaining an effective relationship with clients, customers and the public.

ELEMENT		PERFORMANCE CRITERIA	
1	Maintain a professional image	1.1	Uniform and personal grooming are maintained to assignment requirements
		1.2	Personal presence is maintained according to employer standards
		1.3	Visible work area is kept tidy and uncluttered
		1.4	Equipment is stored according to assignment requirements
2	Meet client/customer requirements	2.1	Client requirements are identified and understood by referral to the assignment instructions
		2.2	Client requirements are met according to the assignment instructions
		2.3	Changes to client's needs and requirements are monitored, and appropriate action taken
		2.4	All communication with the client or customer is clear and complies with assignment requirements
3	Build credibility with customers/clients	3.1	Client expectations for reliability, punctuality and appearance are adhered to
		3.2	Possible causes of client/customer dissatisfaction are identified, dealt with and recorded according to employer policy
		3.3	Client is fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures
		3.4	Client/customer confidentiality is maintained according to assignment instructions

RANGE STATEMENT

Personal presence may include stance, posture, body language, demeanour, grooming.

Changes to client needs and requirements may be detected by review of the client brief and/or assignment instructions, discussion with the client/customer.

Client brief may include assignment instructions, post orders, scope to modify instructions/orders in light of changed situations.

Assignment instructions may be conveyed in writing, verbally or electronically.

Appropriate action may include implementing required changes, referral to appropriate employer personnel, clarification of client needs and instructions.

Customers may include all members of the public.

Employer standards may include standing orders.

EVIDENCE GUIDE

Critical aspects

Evidence should include a demonstrated capacity to:

- interpret client/customer requirements from information contained in the client brief and/or assignment instructions

- successfully deal with a variety of client/customer interactions

- maintain a professional image

- monitor and act on changing client or customer needs

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit

- continuous assessment in the workplace, taking into account the range of variables affecting performance

- self-assessment on the same terms as those described above

- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Resources required for assessment include:

- access to a suitable venue and relevant safety equipment

- assignment instructions

- case studies

- OHS and legal requirements and guidelines for the storage of firearms and equipment

- assessment instruments, including personal planner and assessment record book

Interdependent assessment of units

This unit may be assessed with any other unit(s) in this standard.

Underpinning knowledge

- Uniform and personal grooming requirements of the employer and the client

- Occupational health and safety requirement for the assignment

- Legal requirements and guidelines for the storage of firearms and equipment (as appropriate and where required)

- Assignment instructions

Underpinning skills

- Attention to detail when completing client/employer documentation

- Interpersonal and communication skills required in client contact assignments

- Customer service skills required to meet client/customer needs

- Punctuality

- Customer service

- Telephone technique

- Problem solving and negotiation

- Maintaining records

Key competencies

Collecting, analysing and organising information	1
Communicating ideas and information	1
Planning and organising activities	1
Working with others and in teams	1
Solving problems	1
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSSG18A   Work as part of a team

Unit descriptor

This unit deals with the individual's contribution to the effective functioning of the team and the achievement of team goals.

ELEMENT		PERFORMANCE CRITERIA
1 Establish role within the team	1.1	Assignment instructions are known and followed
	1.2	Employer guidelines are known and adhered to
	1.3	Personal work standards are maintained in a manner that supports the team effort and the employer's aims and objectives
2 Build credibility with other team members	2.1	Team leader and colleagues are supported in order to achieve team and employer goals and objectives
	2.2	Work-related information and knowledge are shared in order to increase the overall skills and knowledge base of the team
	2.3	Work instructions are implemented
3 Contribute to team effectiveness	3.1	Team members are kept informed of changing conditions or situations which might impact team effectiveness
	3.2	Team members are advised of potential hazards or changing OHS requirements to maintain safety and security of other team members

ELEMENT	PERFORMANCE CRITERIA
4 Maintain an effective team reporting procedure	4.1 Information required to meet ongoing client/employer requirements is conveyed to other members of the team in a timely manner
	4.2 Information relating to shift operations is noted and recorded according to employer requirements
	4.3 Incident reports are completed when required
	4.4 Details of incidents are conveyed to incoming shift officer(s) where necessary, and recorded and reported according to assignment requirements
	4.5 Incident reports are followed up with appropriate personnel where necessary
	4.6 Information which might affect shift requirements is actively sought from outgoing shift
5 Provide back-up support	5.1 Nature of problem is identified and assessed
	5.2 Emergency transmission is identified and acted upon
	5.3 Support request is acknowledged as necessary, and prioritised against degree of urgency and other work commitments

RANGE STATEMENT

Information required by team members may include incidents, deviations from routine guarding procedures.

Information may be conveyed verbally, in writing.

Changing conditions or situations may include changing client/customer requirements, site/assignment instructions.

Problems identified may include workload, emergency situations.

EVIDENCE GUIDE

Critical aspects

Evidence should include a demonstrated capacity to:

- build and maintain effective working relationships
- identify and communicate information which will allow self and other officers to meet client/customer needs
- identify, assess and appropriately respond to requests for back-up support

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit
- continuous assessment in the workplace, taking into account the range of variables affecting performance
- self-assessment on the same terms as those described above
- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Resources required for assessment include:

- access to a suitable venue and relevant safety equipment
- case studies
- assignment instructions
- OHS and legal requirements and guidelines for the storage of firearms and equipment
- assessment instruments, including personal planner and assessment record book

Interdependent assessment of units

This unit may be assessed in combination with any other unit(s) in this standard.

Underpinning knowledge	**Underpinning skills**
• Assignment instructions	• Prioritising work tasks
• Employer/client reporting procedures	• Communication skills required for operating effectively within a small team
• Emergency codes, transmissions, communications and procedures	
• Situations requiring back-up support	• Interpersonal skills required to develop effective team relationships
• Team aims and objectives	• Time management
• Team members' responsibilities	• Listening

Key competencies

Collecting, analysing and organising information	2
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

UNIT–PRSSG28A   **Interpret and comply with legal and procedural requirements**

Unit descriptor

This unit addresses the extent to which an underpinning knowledge of legal constraints is applied to the performance of security duties.

The knowledge of procedures described in this unit has direct application to the way work is performed and does not require legal skills in the interpretation of statutes, contract or common law duty of care.

ELEMENT		PERFORMANCE CRITERIA	
1	Identify and apply regulatory guidelines to the requirements of the security function	1.1	Relevant regulatory guidelines for each job site/venue are identified, obtained and discussed with supervisors
		1.2	The specific application of the guidelines to the job to be done are confirmed through discussions with authorised supervisors
2	Confirm assignment procedures	2.1	Assignment procedures, including action to be taken in cases of:
			– distress alarm
			– bomb threats
			– prisoner escort
			– handling of valuables
			– detain and search
			– use of electronic surveillance equipment
			– use of firearms and batons
			– minimum force
			– emergency evacuation
			– seizure of prohibited substances
			are clarified and confirmed through discussions with supervisors
		2.2	Further information and clarification of legal issues associated with job specifications and procedures are sought, if required
		2.3	Procedures for reporting potentially unlawful activities are known and applied when relevant

ELEMENT		PERFORMANCE CRITERIA
3 Complete relevant documentation	3.1	Documentation which is relevant to the recording or reporting of hazardous situations or incidents is obtained
	3.2	Documented information is objectively recorded and able to be used in a legally appropriate manner

RANGE STATEMENT

The unit has application in all aspects of security services. The application of the legal regulations and procedures that devolve from these are likely to be limited by the level of responsibility able to be exercised by the individual in the course of performing their work as a security officer.

Variables which are likely to affect the performance include:

- **Regulatory statutes/law** affecting:
    - powers of arrest
    - crowd control
    - control of intoxicated persons as defined by liquor laws
    - types of warrants issued and the purpose of these
    - types of order governing specific security functions
    - rules for the seizure of goods
    - trespassers
    - removal of persons

- **Job specifications and related enterprise procedures**, including those which apply to:
    - routine security monitoring of premises
    - crowd control
    - screening of property and people
    - escort of people and property
    - control of exit from and access to premises
    - the operation and storage of security equipment

- **Quality of supervision and communication in the workplace**, which may be affected by:

  – the level of experience and seniority of individual team members and supervisors

  – ethnic or cultural differences in the use of language

  – accepted lines of communication

  – the presence or absence of conflict between security officers and agents/staff of clients

- **Limits on personal responsibility and liability**, which may be described in job specifications and/or enterprise policy and procedures. They may also be defined through common law, contract law or statutes which apply to the nature of the work being performed.

- **Access to and use of security equipment**, which may be affected by requirements for additional training in the use and storage of such equipment.

EVIDENCE GUIDE

Critical aspects

Particular attention needs to be paid in the assessment of competence against this unit to questions of:

- responsibilities arising from legal relationships in the workplace

- understanding of the limits on behaviour imposed on candidates by enterprise procedures, job specifications and related orders and statutes

Resources required for assessment include:

- access to a suitable venue, equipment and relevant work procedures and assignment instructions

- at least two different job specifications and related orders

- access to plain English version of relevant statutes and procedures

- assessment for relevant units to be assessed in combination with this unit, including personal planners and assessment record books

Context of assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of progress towards the achievement of the performance standard outlined in this unit.

Assessment against this unit of competency may involve any of the following techniques:

- continuous assessment in an institutional setting that simulates the conditions of performance described in the elements, performance criteria and range statement that make up the unit

- continuous assessment in the workplace, taking into account the range of variables affecting performance

- self-assessment on the same terms as those described above

- simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

Assessment of competence may be made through practical demonstration in the work environment or work-related discussions about the application of legal considerations to specific security activities undertaken by the candidate in the course of their duties.

Alternative options for assessment include evaluation of work-related projects, supplemented by self-assessment and supervisor reports.

All information relating to enterprise policies and procedures used in the assessment of this unit should be treated as commercial-in-confidence.

Interdependent assessment of units

This unit is essentially about underpinning knowledge required to function as a security officer. It can only be assessed, and recognition provided against it, when assessment against this unit has been undertaken in combination with assessment of units in Security and other selected units (Guarding/Crowd Control).

- unit PRSSG04 Communicate in the workplace

- unit PRSSG05 Manage conflict

- unit PRSSG06 Maintain occupational health and safety

- unit PRSSG07 Manage own performance

- unit PRSSG08 Operate basic security equipment

- unit PRSSG17 Maintain an effective relationship with clients/customers

- unit PRSSG18 Work as part of a team

This unit may also be applied in assessment of competence against elective units packaged in combination with the core units listed above, depending on the nature of the technical security functions performed by the candidate. In all cases, the packaging guidelines relating to assessment and recognition of competence must be followed.

Underpinning knowledge	Underpinning skills
• Legal regulations which apply to the specific security function, including types of warrants, types of orders, rules for the seizure of goods and detaining or apprehension of individuals	• Communication, including interpersonal skills and team work
• Client requirements and job specifications	• Functional levels of literacy and numeracy
• Procedures for dealing with security issues	• Use and storage of protective security equipment
• Procedures for dealing with exposure to hazardous situations and/or materials or objects	• Providing back-up
• Limits on the use of force	• Use of surveillance equipment
• Types of security situations which may be encountered and ways of legally dealing with them	• Application of job orders

Key competencies

Collecting, analysing and organising information	1
Communicating ideas and information	1
Planning and organising activities	1
Working with others and in teams	1
Solving problems	1
Using mathematical ideas and techniques	1
Using technology	1