



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PUAPOLGD007A Manage persons in care or custody**

**Revision Number: 3**

## **PUAPOLGD007A Manage persons in care or custody**

### **Modification History**

PUAPOLGD007A Release 3: Unit Descriptor revised.

PUAPOLGD007A Release 2: Layout adjusted. No changes to content.

PUAPOLGD007A Release 1: Primary release.

### **Unit Descriptor**

This unit covers the competency required to process and provide for persons in police care or custody or in other circumstances where a duty of care exists.

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

### **Application of the Unit**

This unit applies to persons required to assess the level of assistance needed by persons in care or custody. This includes processing persons in care or custody as well as escorting and transporting them.

The unit also embeds the competency to protect persons in care or custody and others from harm and potential harm.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

## Elements and Performance Criteria

| ELEMENT   | PERFORMANCE CRITERIA  |
|---|---|
| 1. Determine level of assistance required by persons in care or custody | <p>1.1 Initial assessment is made of extent and nature of assistance required by <i>persons in care or custody</i></p> <p>1.2 Initial assessment of assistance required is communicated to appropriate personnel in accordance with organisational policies and procedures</p>  |
| 2. Provide for persons in care or custody                               | <p>2.1 Persons in care or custody are provided for in accordance with organisational policies and procedures</p> <p>2.2 Persons in care or custody are treated in a professional and ethical manner at all times</p> <p>2.3 Documentation, as required under jurisdictional laws, policies and procedures, is complied with</p> <p>2.4 Guidelines covering the special requirements of <i>particular categories of persons</i> are strictly adhered to</p> <p>2.5 <i>Security of persons in care or custody</i> is maintained and organisational operational safety guidelines adhered to</p> <p>2.6 Conditions of persons in care or custody are routinely monitored and recorded and remedial action is taken where appropriate</p> |
| 3. Process persons in care or custody                                   | <p>3.1 Persons in care or custody are <i>processed</i> in accordance with organisational policies and procedures</p> <p>3.2 Cultural awareness, sensitivity and discretion is observed when processing persons in care or custody</p> <p>3.3 Documentation, as required under organisational policies and procedures, is complied with</p> <p>3.4 Person's legal rights are ensured</p>   |
| 4. Escort/transport persons in care or custody                          | <p>4.1 Persons are <i>escorted</i> in accordance with organisational policies and procedures</p> <p>4.2 Any special circumstances of persons are made known to all <i>escorting officers</i></p> <p>4.3 Correct documentation is conveyed with persons</p> <p>4.4 Persons are conveyed in a safe and secure manner and organisational operational safety guidelines are adhered to</p>  |
| 5. Protect persons in care or custody and others from harm              | <p>5.1 Safety and hygiene standards are <i>maintained</i> according to organisational standards, relevant legislation, regulations and guidelines</p> <p>5.2 <i>Hazards</i> and risks are identified and <i>appropriate action</i> is taken to prevent harm</p>   |

## **Required Skills and Knowledge**

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

### **Required Skills**

- balance prescribed processes and procedures (such as processes related to introductions and identification) with other priorities that may occur while managing persons in care or custody
- deal with a range of uncooperative persons
- identify and arrange for the needs of specific categories of persons in care or custody
- observe, assess and classify human behaviour in terms of custodial risks
- optimise the potential safety and security of persons in care or custody
- process persons into/out of custodial care
- secure and escort persons

### **Required Knowledge**

- categories of persons and their particular needs
- duty of care responsibilities
- ethnicity and cultural differences
- issues/problems that can arise under police custodial care
- laws, policies and procedures pertaining to providing for, processing and escorting persons in care or custody
- police cell routines, procedures and security arrangements
- relevant legislation, regulations and guidelines
- support agencies/persons/groups and their contact points

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Assessment must confirm the ability to:

- ensure security and physical wellbeing of persons in care or custody.

### **Consistency in performance**

Competency should be demonstrated over time and from a range of actual/simulated workplace situations involving different categories of persons.

### **Context of and specific resources for assessment**

#### **Context of assessment**

Competency should be assessed over time in a range of actual or simulated workplace environments.

#### **Specific resources for assessment**

There are no specific resource requirements for this unit.

### **Method of assessment**

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

## Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

***Persons in care or custody*** may include:

- Persons being transported by police
- Persons detained by police or voluntarily in police custody in connection with criminal activity or some incident requiring further police investigation
- Persons placed either by police, themselves or some other agency, temporarily in police care, for example (lost children
- Persons suffering dementia, victims of rape, domestic violence or other crimes
- Providing care and/or custody in police stations/lockups, watch houses, court buildings, hospitals, vehicles/planes, in transit

***Particular categories of persons*** may include:

- Aboriginal or Torres Strait Islander people
- Aged persons
- Children
- Injured/ill people
- Military personnel, government, diplomatic personnel and other dignitaries
- People affected by drugs or alcohol
- People affected by actions of police where a duty of care exists
- People from culturally and linguistically diverse backgrounds
- People likely to cause injury to themselves and/or others
- People suffering from dementia
- People with a disability
- People with a physical or intellectual impairment
- People who have a mental illness/disorder
- Transgender people
- Women

***Security of persons in care or custody*** may relate to:

- Ensuring the personal safety, wellbeing and survival of:
  - each person in custody or transit
  - police officers and/or persons attending them
  - any other persons exercising lawful access to prisoners/persons in custody
  - public in general through the prevention of

escapes/breakouts

- Maintaining the security of persons through:
  - using appropriate restraining devices
  - searching persons for weapons, drugs, potentially dangerous items/substances
  - correctly identifying and addressing a person's special needs/circumstances
  - regular cell inspections
  - complying with documented operational practices and procedures
- Special arrangements as per established guidelines, such as:
  - isolation from others
  - more constant/closer supervision
  - involvement of outside persons/agencies
  - access to specialised treatment



- Processing of persons in care or custody*** may include:
- Arranging, if needed, for appropriate support agency, medical, legal, family contact, interpreters, consular representatives
  - Arranging for refreshments
  - Classifying/categorising persons to be placed in custody
  - Locating persons to cells or arranging transport to another location
  - Personal needs if appropriate
  - Preparing relevant documentation
  - Searching persons for items/substances that are prohibited or could be used to effect injury or escape and recording and storing of items confiscated
- Escorting persons*** may include:
- Aircraft (both police service and commercially operated flights)
  - Correctional services vehicles
  - Police vehicles (marked and unmarked)
- Escorting officers*** may include:
- Officers from other policing organisations and/or agencies such as:
    - correctional services
    - community/child support services
    - aboriginal services
- Maintaining safety and hygiene standards*** may include:
- Using gloves
  - Washing hands
- Hazards*** may include:
- Bodily fluids
  - Traffic
  - Environmental hazards
  - Downed wires
  - Bystanders
- Appropriate action*** may include:
- Isolating scene, e.g. erecting barricade
  - Protecting scene

## Unit Sector(s)

Not applicable.