CPPSEC2017A Protect self and others using basic defensive techniques

Release: 1

CPPSEC2017A Protect self and others using basic defensive techniques

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to apply basic defensive techniques in a security risk situation. It requires the ability to use basic lawful defensive techniques to protect the safety of self and others. This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit	This unit of competency has wide application in the security industry in those roles involving operational activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills   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 required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify need to use defensive techniques.	1.1 Applicable provisions of *legislative* and *organisational requirements* relevant to the application of defensive techniques are identified and complied with.
	1.2 *Factors* which might impact on own or others safety are identified and appropriate *response* procedures evaluated against use of force guidelines.
	1.3 Causes of conflict and harmful behaviour are anticipated and appropriate responses to prevent escalation are implemented.
	1.4 Alternative response options are assessed for viability and withdrawal options are identified and incorporated into defensive options.
	1.5 *Personal safety needs* are identified and assistance sought from *relevant persons* as required.
2 Apply basic communication and negotiation techniques.	2.1 Effective *interpersonal techniques* are used to facilitate an effective exchange of information.
	2.2 Communication is conducted in a courteous manner and reflects sensitivity to individual *social and cultural differences*.
	2.3 *Basic negotiation techniques* are used to maintain positive interaction and divert and minimise aggressive behaviour.
	2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified.
	2.5 Factors which might impact on the safety and security of self and others are anticipated and contingency measures are formulated and implemented as required.
3 Apply basic defensive techniques.	3.1 Appropriate *basic defensive techniques* are selected to maintain safety and are applied within use of force guidelines.
	3.2 Movements and actions of subject are monitored to anticipate movement and aggressive actions.
	3.3 Stance and distance from subject is maintained to maximise ability to apply recognised hold techniques quickly and discontinue contact at cessation of threat.
	3.4 Assistance requirements are determined and requested in accordance with organisational procedures.
	3.5 The need to restrain, secure or escort subject is established and appropriate response implemented.
	3.6 Relevant *documentation* is completed and securely maintained in accordance with organisational procedures.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communicate using clear and concise language
- communication to engage with minority groups (eg young people, old people, people with an addiction or disability, Indigenous Australians, people from Culturally and Linguistically Diverse (CALD) backgrounds)
- determine response appropriate to security risk situation
- identify and comply with applicable legal and procedural requirements including licensing requirements and 'use of force'
- identify and comply with security incident response procedures
- identify risk factors and assess degree of risk
- identify support and assistance requirements
- implement basic defensive techniques to non-vital parts of the body
- minimise threat to self and to others by use of appropriate force options
- record, report and document information
- select and use appropriate personal protection equipment
- use negotiation techniques to defuse and resolve conflict.

Required knowledge

- basic defensive techniques including empty hand techniques
- correct use of personal protection equipment
- emergency and evacuation procedures
- first aid procedures and their application
- incident management and methods of restraint and associated effects
- instructions and procedures for responding to security risk situations
- legal provisions relating to powers of arrest and 'use of force' guidelines
- limits of own responsibility and authority
- observation and monitoring techniques
- principles of effective communication including interpersonal techniques
- problem-solving techniques
- procedures and requirements for documenting security incidents
- procedures for effecting an arrest
- reporting structure and processes
- reviewing and debriefing processes
- security incidents and appropriate responses.

Evidence Guide

EVIDENCE GUIDE

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of:
	• applying empty hand techniques that avoid vital areas of the body
	• identifying current and potential risk factors which might impact on the safety and security of self and others and implementing appropriate response measures
	• reacting in a timely manner to the application and termination of force
	• selecting response options within specified legal and strategic limits
	• using basic negotiation techniques to defuse conflict
	• using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups.
Context of and specific resources for assessment	Context of assessment includes:
	• a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.
	Resource implications for assessment include:
	• access to plain English version of relevant statutes and procedures
	• access to a registered provider of assessment services
	• access to a suitable venue and equipment
	• assessment instruments including personal planner and assessment record book
	• work schedules, organisational policies and duty statements.
	Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.
Method of assessment	This unit of competency could be assessed using the following

methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.
	Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.
	Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:	- apprehension and powers of arrest - Australian standards and quality assurance requirements - counter-terrorism - crowd control and control of persons under the influence of intoxicating substances - force continuum, use of force guidelines - general 'duty of care' responsibilities - inspection of people and property, and search and seizure of goods - licensing or certification requirements - privacy and confidentiality - relevant commonwealth, state and territory legislation, codes and national standards for: - anti-discrimination - cultural and ethnic diversity

- environmental issues
- equal employment opportunity
- industrial relations
- Occupational Health and Safety (OHS)
- relevant industry codes of practice
- trespass and the removal of persons.

Organisational requirements may relate to:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

Factors may relate to:

- access to weapons
- biological hazards, industrial gases and other chemicals
- conflicts between members of the public
- electrical faults and power failures
- explosives
- fire and flammable materials
- persons suffering from emotional or physical distress
- persons under the influence of intoxicating substances
- persons with criminal intent
- persons, vehicles and packages in unsuitable locations
- physical threats
- security breaches
- terrorism
- violence.

Response **may involve**:

- defusing the situation
- evacuating the premises
- isolating area of potential risk
- isolating risk
- notifying relevant emergency services agencies

	• providing access for emergency services
	• provision of first aid
	• request for support and assistance
	• restraint of person
	• tactical withdrawal
	• use of basic defensive techniques
	• use of empty hand techniques
	• use of negotiation techniques.
Personal safety **requirements may relate to**:	• appropriate vehicle
	• provision of back-up support
	• regular communication
	• specific security equipment
	• taking an alternative route
	• working in a team.
Relevant persons **may include**:	• clients
	• colleagues
	• emergency services personnel and agencies
	• security personnel
	• supervisor.
Interpersonal techniques may involve:	• active listening
	• being non-judgemental
	• being respectful and non-discriminatory
	• constructive feedback
	• control of tone of voice and body language
	• culturally aware and sensitive use of language and concepts
	• effective verbal and non-verbal communication
	• maintaining professionalism
	• providing sufficient time for questions and responses
	• reflection and summarising
	• two-way interaction
	• use of plain English
	• use of positive, confident and cooperative language.
Social and cultural differences **may relate to**:	• dress and personal presentation
	• food
	• language
	• religion
	• social conventions
	• traditional practices
	• values and beliefs.
Basic negotiation techniques **may**	• demonstrating flexibility and willingness to negotiate
	• interpreting and assessing actions for risk

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include:	• interpreting non-verbal and verbal messages • observation techniques • questioning to clarify and confirm understanding • use of clear presentations of options and consequences.
***Basic defensive techniques* may include**:	• avoidance techniques • blocking techniques • body positioning • body safety • empty hand techniques • impact techniques • locking and holding techniques • take-down techniques.
***Documentation* may include**:	• activity logs • incident reports • request for assistance forms • vehicle and personnel movements • written and electronic reports.

Unit Sector(s)

Unit sector   Security

Competency field

Competency field   Operations