CPPSEC3015A Restrain persons using handcuffs

Release: 1

CPPSEC3015A Restrain persons using handcuffs

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to use handcuffs to restrain a person. It requires the ability to make sound judgements on the necessity of using handcuffs and the correct procedures for applying handcuffs safely and securely. It also requires knowledge of the procedures for conducting an arrest.
	This unit may form part of the licensing and legal requirements for the use of handcuffs and tactical force procedures by persons working in the security industry 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 providing 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

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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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Present handcuffs.	1.1 Applicable provisions of *legislative* and *organisational requirements* relevant to the use of handcuffs are identified and complied with.
	1.2 The need and *opportunity* to use *handcuffs* is *assessed* and evaluated against identified risk factors.
	1.3 Presentation of handcuffs is confident, assertive and allows for additional *tactical positioning*.
	1.4 Movements and actions of subject are monitored and observed to ensure appropriate approach to subject and defensive distance.
	1.5 Alternative *response options* are assessed and implemented where possible to minimise the use of force or prevent continuance of aggressive behaviour.
2 Apply handcuffs.	2.1 Communication is maintained with subject and reflects sensitivity to individual *social and cultural differences*.
	2.2 Effective *interpersonal techniques* are used to facilitate an effective exchange of information.
	2.3 Physical contact during restraint procedures ensures minimal humiliation or indignity suffered by the subject.
	2.4 Contact with subject is limited to ensure safety of self and subject.
	2.5 Handcuffs are applied using appropriate pressure and secured to ensure safe restraint of subject.
3 Direct persons.	3.1 Subject is directed to position and stance that maximises control and opportunities for detention.
	3.2 *Personal safety needs* are identified and confirmed before removal of handcuffs.
	3.3 Removal of handcuffs is conducted in manner that ensures safe and secure control of subject.
	3.4 Actions to detain subject are undertaken within the limits of legal requirements and tactical force options.
	3.5 Situations requiring assistance are identified and support is sought from *relevant persons*.
4 Evaluate response.	4.1 Effectiveness of response is reviewed and evaluated against circumstances of the incident.
	4.2 Incident observations are provided accurately and constructively.
	4.3 Review findings identify areas for improvement and recommendations for amendment of response procedures are provided for future practice.

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ELEMENT	PERFORMANCE CRITERIA
	4.4 Handcuffs are *inspected* and *faults* are identified and reported in accordance with organisational procedures.
	4.5 Relevant *documentation* is completed and securely maintained with due regard to confidentiality in accordance with organisational procedures.
	4.6 *Effects of stress* and other issues related to own well-being are recognised and managed using appropriate *stress management techniques*.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- calculate and estimate support requirements
- communicate and negotiate using clear and concise language
- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- determine response appropriate to incident situation
- identify and comply with applicable legal and procedural requirements including 'use of force' guidelines
- identify risk factors and assess degree of risk
- interpret and follow instructions and procedures
- maintain handcuffs in a serviceable condition
- minimise threat to self and to others by use of appropriate force options
- operate security and communications equipment
- record, report and process information
- restrain subject with use of handcuffs without causing harm
- use negotiation techniques to defuse and resolve conflict.

Required knowledge

- basic defensive techniques including empty hand techniques
- communication techniques, codes and signals
- correct use of equipment including personal protective equipment
- documentation, reporting and reviewing and debriefing processes
- emergency and evacuation procedures and instructions
- first aid procedures and their application
- incident management and methods of restraint and associated effects including the

REQUIRED SKILLS AND KNOWLEDGE

use of handcuffs

- legal provisions relating to powers of arrest and 'use of force' guidelines
- mental and physical effects of the application of handcuffs to a person
- negotiation techniques for managing conflict
- observation and monitoring techniques
- powers and procedures for effecting an arrest
- principles of effective communication including interpersonal techniques
- problem-solving methods and techniques
- 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: - identifying current and potential risk factors which might impact on the safety and security of self and others and implementing appropriate response measures - minimising harm to subject when applying handcuffs - using effective communication techniques to provide warnings and clear directions to subject, and conduct basic negotiation to defuse conflict in a manner which engages minority groups - reacting in a timely manner to the application and termination of force - selecting response options using handcuffs within specified legal and strategic limits.
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

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- 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

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- 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.

Opportunities **may include**:

- distractions
- lapses in concentration
- opportunities for escape
- presence of support.

Handcuffs **may be**:

- linking
- purpose-designed restraints
- rigid
- security chain link.

***Assessment* may involve an analysis of**:	• access to weapons • available resources and team backup • known information about people involved in the incident • known information about the circumstances of the incident • nature of the incident • observation of the environment and physical conditions • potential and triggers for escalation or defusing • range of response options available • safety of self and others.
***Tactical positioning* may relate to**:	• access to cover • capacity to use handcuffs • capacity to withdraw or restrain subject • safety of others • stance.
***Response options* may include**:	• arrest of person • cultural support • defusing the situation • request for assistance • restraint of person using handcuffs • sending alarms • separation or isolation • tactical withdrawal • use of empty hand techniques • use of negotiation techniques • use of specialists or experts.
***Social and cultural differences* may relate to**:	• dress and personal presentation • food • language • religion • social conventions • traditional practices • values and beliefs.
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 • demonstrating flexibility and willingness to negotiate • 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.
Personal safety **needs may include**:	• access to emergency services
	• access to specific security equipment
	• additional training
	• appropriate vehicle
	• clarification of own responsibility and competence
	• maintaining regular communication
	• personal protective equipment
	• provision of back-up support
	• working in a team.
Relevant persons **may include**:	• colleagues
	• emergency services personnel
	• medical personnel
	• specialist teams
	• supervisor.
Inspections **may involve**:	• checking maintenance schedules
	• cleaning, priming, tightening, basic repairs and adjustments
	• identification and segregation of unsafe or faulty equipment for repair or replacement
	• observing and monitoring for correct operation
	• visual checks for wear and tear.
Handcuff *faults* **may include**:	• damage
	• jagged edges
	• rusty equipment.
Documentation **may include**:	• activity logs
	• incident reports
	• request for assistance forms
	• vehicle and personnel movements
	• written and electronic reports.
Effects of stress **may include**:	• frustration
	• inability to concentrate
	• increasing aggression
	• over-talking
	• tiredness
	• uncoordinated movements.

Stress management techniques **may include**:	• conscious use of personal recreational activities
	• counselling
	• formal debriefing processes
	• informal exploration of incidents with team members and supporters
	• review of practice and resources.

Unit Sector(s)

Unit sector   Security

Competency field

Competency field   Operations