Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3016A Defend persons using spray

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CPPSEC3016A Defend persons using spray

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to determine when to use capsicum spray to respond to a threatening situation. It requires the ability to assess current and potential risk situation. Competency 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 capsicum spray 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 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

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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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Present spray.	1.1 Applicable provisions of *legislative* and *organisational requirements* relevant to the use of spray are identified and complied with.
	1.2 Risks associated with the presentation of the spray are *assessed* and evaluated to determine *response options* for containing incident.
	1.3 *Personal safety needs* are identified and assistance sought as required in accordance with organisational procedures.
	1.4 Communication is maintained with subject and reflects sensitivity to individual *social and cultural differences*.
	1.5 Effective *interpersonal techniques* are used to facilitate an effective exchange of information.
	1.6 Presentation of spray is controlled and directed to contain source of threat.
2 Discharge spray.	2.1 *Protective equipment* is selected and used in accordance with organisational and Occupational Health and Safety (OHS) guidelines.
	2.2 Grip and handling of spray ensures secure retention and continued control.
	2.3 *Tactical positioning* during incident is fluid, uses available cover and protection and maintains response options.
	2.4 Discharge of spray is adjusted or discontinued with changing circumstances in accordance with use of force guidelines.
	2.5 Persons affected by spray are monitored and provided with appropriate aftercare and treatment.
3 Maintain spray safety.	3.1 Use and maintenance of spray is in accordance with manufacturer's instructions.
	3.2 Regular inspections of spray are carried out to ensure continued safe operation.
	3.3 Checks and procedures for the handling and transfer of spray are documented in accordance with organisational procedures.
4 Evaluate spray use.	4.1 Presentation and discharge of spray 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 Spray 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

- apply first aid
- 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 a spray in a serviceable condition
- minimise threat to self and to others by use of appropriate force options
- operate security and communications equipment
- participate in review and debrief procedures
- record, report and process information
- use negotiation techniques to defuse and resolve conflict
- use spray without causing undue harm to subject.

Required knowledge

- 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

REQUIRED SKILLS AND KNOWLEDGE

- incident management and methods of restraint
- legal provisions relating to powers of arrest and 'use of force' guidelines
- 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
- spray safety procedures including maintenance and storage procedures
- spray use and techniques.

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:
	- demonstrating correct procedures for selecting, fitting, wearing and maintaining protective equipment including soft body armour
	- demonstrating safe handling skills of spray including maintaining consistent accuracy when discharging spray
	- identifying current and potential risk factors which might impact on the safety and security of self and others and implementing appropriate response measures
	- maintaining licensing requirements relating to the use of spray
	- 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 of spray
	- selecting response options using spray 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.

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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

- apprehension and powers of arrest

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requirements may relate to:	• 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
	    • 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.
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

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- 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.

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.
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.
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

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	• providing sufficient time for questions and responses
	• reflection and summarising
	• two-way interaction
	• use of plain English
	• use of positive, confident and cooperative language.
Protective equipment **may include**:	• body armour
	• fire extinguisher
	• fire proof clothing
	• first aid kit gloves
	• head protection
	• masks
	• safety glasses.
Tactical positioning **may include**:	• access to cover and concealment
	• capacity to reload and unload
	• capacity to restrain and arrest subject
	• capacity to withdraw
	• safety of self and others
	• stances (eg standing, kneeling, prone).
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