



Australian Government

Department of Education, Employment and Workplace Relations

CSCSAS205A Contain incidents that jeopardise safety and security

Revision Number: 2

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Modification History

CSCSAS205A Release 2: Layout adjusted. No changes to content.
CSCSAS205A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to maintain safety and security through effective response to potential or actual breaches of security.

Application of the Unit

This unit applies to all people working in detention centres, correctional centres or prisons, community corrections offices, justice administration offices and on work sites where detainees, prisoners or offenders are under statutory supervision. Candidates will not hold statutory responsibility and will be supervised in their work duties.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Respond to incidents.

- 1.1 Identify the possible causes of incidents and assess them for relevance to the security and safety of offenders and the environment.
- 1.2 ***Respond to incidents*** confidently and appropriately, according to agreed procedures.
- 1.3 Request assistance clearly and promptly.
- 1.4 Use security equipment and technology according to instructions and procedures.

2 Contain incidents.

- 2.1 Monitor situation for potential causes of conflict and harmful behaviour.
- 2.2 Use ***communication and negotiation strategies*** that prevent escalation of incidents.
- 2.3 Provide clear, accurate and comprehensive information to assist decision making.
- 2.4 Select response and action designed to minimise risk and preserve the safety and security of all involved.
- 2.5 Apply necessary level of force that complies with organisational policy to establish control and maintain security.
- 2.6 Provide accurate and clear reports promptly.

Required Skills and Knowledge

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

Required skills:

- assessing risks to safety and security and selecting approved and effective responses
- using effective communication techniques to deal with aggressive and uncooperative people
- applying strategies to prevent escalation of incidents
- using security, restraint and first aid equipment
- using surveillance and observation techniques
- recording and documenting reports on incidents.

Required knowledge:

- organisation's policies and procedures relevant to responding to incidents, use of force, use of restraints, control and surveillance
- organisation's delegations, accountability and reporting processes related to critical incidents
- responsibilities of first responding officer
- principles of effective communication and use of communication techniques under pressure
- negotiation strategies
- first aid techniques
- principles of cooperative teamwork
- duty of care responsibilities and humane treatment.

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.

Overview of assessment

Assessment of this unit can be applied using a combination of training outcomes and performance in the workplace or in a suitable simulation that draws upon the context or range of applications appropriate to the workplace and the defined work role and responsibilities.

Because of the unpredictable factors included in this unit, assessment in the workplace may depend on indirect or supplementary evidence, particularly the use of simulations or practice drills.

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

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit
- ability to contain incidents that jeopardise safety and security in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

This unit contains knowledge which may be assessed off the job, for example, in a structured learning process, and performance outcomes which should be assessed ideally in the workplace in routine activities and in conjunction with other units with specific functional focus.

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when containing incidents, including coping with difficulties, irregularities and breakdowns in routine
- copies of legislation, policies, procedures and guidelines relating to incident management and containment
- access to appropriate learning and assessment support when required.

Method of assessment

Evidence must include observation and information generated in the workplace as well as observation of performance in routine work functions or, where this is not possible, in a simulated exercise to confirm the

transferability of the competencies.

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues
- scenarios
- simulations or role plays.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

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. Add any 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.

Respond to incidents may include:

- separation or isolation
- searches
- counselling
- specialists or experts
- intervention or mediation
- special watch
- cultural support specialists
- referrals
- negotiation
- specialist response teams.

Communication and negotiation strategies may include:

- using calm, confident and assertive language
- controlling tone of voice
- controlling body language
- using strategic questioning and listening
- distracting and changing focus.

Unit Sector(s)

Safety and security.

Competency field

Not applicable.