



Australian Government

AVIO0036 Manage disruptive behaviour and unlawful interference within a transport security environment

Release: 1

AVIO0036 Manage disruptive behaviour and unlawful interference within a transport security environment

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to manage disruptive behaviour and unlawful interference within transport security protection workplaces, in compliance with relevant regulatory requirements and national operating standards.

It includes monitoring passenger behaviour; identifying and resolving disruptive or unlawful interference; taking action to manage unlawful interference; and reporting and documenting unlawful interference within transport security protection environments.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation and maritime security personnel and contributes to safe and effective performance in operational transport security environments.

Operations are conducted across a variety of operational contexts within the Australian transport security environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|---|
| 1 Monitor passenger behaviour | 1.1 Individuals and crowds are monitored to identify behaviours of concern |
| | 1.2 Potential problem situations are quickly identified, and steps are taken to resolve the situation in accordance with legislative requirements and workplace procedures |
| | 1.3 Incidents that breach transport security requirements are identified, and appropriate action is taken in accordance with legislative requirements and workplace procedures |
| | 1.4 Hazards are identified, risks are assessed, and control measures are implemented |
| 2 Identify and resolve disruptive or unlawful interference | 2.1 Nature of disruptive behaviour or unlawful interference is accurately assessed in accordance with legislative requirements and workplace procedures |
| | 2.2 Assistance is sought from other staff and external support services, as required |
| 3 Take action to manage unlawful interference | 3.1 Offender is isolated to minimise disruption to other passengers in accordance with workplace procedures |
| | 3.2 Nature of offence and consequences of behaviour are clearly communicated to offender in accordance with legislative requirements and workplace procedures |
| | 3.3 Physical control techniques are applied to prevent unlawful access to secure areas in accordance with legislative requirements and workplace procedures |
| | 3.4 Control and restraint techniques are applied to apprehend offenders in accordance with legislative requirements and workplace procedures |
| 4 Report and document unlawful interference | 4.1 Unlawful interference incidents are reported using the appropriate document format selected in accordance with workplace procedures |
| | 4.2 Documentation is completed and processed in accordance with legislative requirements and workplace procedures |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIO0011 Manage disruptive behaviour and unlawful interference within a transport security environment.

Links

Companion Volume Implementation Guides are found in VETNet' -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0036 Manage disruptive behaviour and unlawful interference within a transport security environment

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment in accordance with manufacturer instructions
- applying relevant legislation and workplace procedures
- communicating effectively with others by a range of means such as verbal, non-verbal, written and digital
- completing relevant documentation
- identifying and correctly using relevant equipment
- identifying hazards, assessing risks, and implementing control measures
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- using control and restraint techniques to safely restrain a person who is committing an offence
- using physical control techniques to safely prevent an unauthorised person from entering a secure area
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- consequences of excessive or inappropriate use of force
- control and restraint techniques including:

- isolation and containment
- locking and holding techniques
- takedown technique
- verbal direction
- issues needing to be referred to appropriate authorities
- legal and ethical consideration relevant to recognising and responding to behaviours of concern including:
 - duty of care
 - human rights
 - work health and safety
- methods of restraint and associated effects including signs and symptoms of positional asphyxia
- methods to identify and resolve disruptive behaviours
- physical control techniques including:
 - blocking
 - body positioning
 - empty hand techniques
- relevant legislation and workplace procedures relating to disruptive behaviour and unlawful interference within a transport security environment
- relevant WHS/OHS and environmental protection procedures and guidelines
- relevant workplace reporting processes
- risks and hazards when managing disruptive behaviour and unlawful interference within aviation and related actions to control the risk
- strategies for dealing with behaviours of concern
- use of force principles including:
 - applying minimum necessary force to prevent or stop a threat and ceasing use of force as soon as it is no longer required
 - conducting dynamic risk assessments
 - reasonable and proportionate force.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy

requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

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