



Australian Government

CSCSAS015 Manage threatening behaviour

Release: 2

CSCSAS015 Manage threatening behaviour

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCSAS402B Manage threatening behaviour.

- PC 2.5 and 2.13 added

Application

This unit describes the skills required to use communication to establish control and apply defensive control strategies.

This unit applies to those 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.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to use of force.

Those undertaking this unit work mostly independently, drawing upon support from a range of established and new resources.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Pre-requisite Unit

Not applicable

Competency Field

Safety and security

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1 Use communication to establish control

- 1.1** Adopt a position and stance designed to increase control and confidence and minimise provocation and aggressive response.
- 1.2** Use communication techniques that focus the attention and concentration of the person in controlled directions.
- 1.3** Use communication strategies that provide clear instructions and options aimed at reducing escalation of reaction.
- 1.4** Use communication methods that engage the person in positive responses.
- 1.5** Use non-verbal messages and body language that avoid provocation and aggressive messages.
- 1.6** Use continuous and calming communication to provide distraction and personalised engagement.
- 1.7** Defuse negative provocation and confrontation with the use of confident and positive proposals and alternatives.

2 Apply defensive control strategies

- 2.1** Observe and monitor people using threatening behaviour, assess all relevant indications for degree and nature of risk.
- 2.2** Observe and monitor the environment for factors which will contribute to or moderate the risks identified.
- 2.3** Observe and assess the behaviour of people for the cause and potential escalation of aggression.
- 2.4** Explain options for cooperation clearly and positively and support them when cooperation is given.
- 2.5** Request assistance if available.
- 2.6** Select defensive control tactics appropriate for the nature of the threat and the degree of risk.

- 2.7 Select defensive control tactics that are designed to protect the safety and welfare of all involved.
- 2.8 Use physical restraint or deflection in a manner that is proportional to the risk and which minimises injury and loss of human dignity.
- 2.9 Use restraint or deflection according to the policies and procedures of the organisation.
- 2.10 Use verbal strategies to de-escalate tensions and re-establish personal interaction.
- 2.11 Use search or isolation to remove any remaining risks and maintain safety and security of those involved.
- 2.12 Consult and take advice from specialist support and advisers.
- 2.13 Provide and maintain records and reports.

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

Supersedes and is equivalent to CSCSAS402B Manage threatening behaviour.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Assessment Requirements for CSCSAS015 Manage threatening behaviour

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

- Assessment Requirements revised
- Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- interpreting and estimating level of conflict and degree of risk
- using effective communication and negotiation skills, especially under pressure, to calm, distract or change focus
- using observation techniques
- writing records and reports on incidents
- providing warnings and clear directions and instructions
- using communication systems to request assistance

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legal requirements and organisation's policies and procedures related to use of force
- duty of care
- organisation's delegations, accountability and reporting processes related to critical incidents
- principles of effective communication and use of communication techniques under pressure
- negotiation techniques
- response options that are most effective for the degree and nature of risk
- stress management techniques
- specialist support

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 this is not appropriate, assessment must occur in simulated workplace operational situations that reflect 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
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

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