



Australian Government

CSCSAS030 Manage threatening behaviour

Release: 1

CSCSAS030 Manage threatening behaviour

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

This unit describes the skills and knowledge 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 offenders are under statutory supervision.

An individual undertaking this unit works mostly independently, drawing upon support from a range of established and new resources.

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.

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.

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-threatening body language to 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** Monitor offenders using threatening behaviour, assess all relevant indications for degree and nature of risk
- 2.2** Monitor the environment for factors which may contribute to or moderate the risks identified
- 2.3** Observe offender behaviour and assess for potential escalation
- 2.4** Explain options for cooperation clearly and positively and support them when cooperation is given
- 2.5** Request assistance as required in accordance with operational requirements
- 2.6** Select defensive control tactics appropriate for the nature of the threat and the degree of risk
- 2.7** Perform defensive control with respect to dignity and human rights

3 Re-establish control

- 3.1** Monitor subject for signs and symptoms of medical

issues and respond appropriately

- 3.2 Use search or isolation to remove any remaining risks and maintain safety and security of those involved
- 3.3 Consult and take advice from specialist support
- 3.4 Complete records and reports in accordance with organisational 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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCSAS015 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 CSCSAS030 Manage threatening behaviour

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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 and performance criteria on at least two occasions and include:

- 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 in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- legislative requirements and organisational policies and procedures related to the use of defensive tactics
- duty of care
- reporting requirements in accordance with organisational procedures
- principles of effective communication and negotiation techniques
- human rights principles
- fundamentals of defensive tactics
- signs and symptoms of potential medical issues during the use of defensive tactics
- 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.

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