



Australian Government

Department of Education, Employment and Workplace Relations

CSCSAS501A Plan responses to incidents that jeopardise safety and security

Revision Number: 2

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Modification History

CSCSAS501A Release 2: Layout adjusted. No changes to content.

CSCSAS501A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to perform complex negotiations in critical incidents and develop strategic responses to resolve threatening incidents.

The unit has been designed for significant contextualisation to allow for a wide range of industry environments and work roles and responsibilities, including those in which this function is part of a generic operational role and those in which this is a specialist service function.

Application of the Unit

The language used in this unit implies an institutional setting. Adaptation of the language will be necessary to reflect the practices of non-institutional settings and work sites. Customisation should occur through the introduction of specific organisation security equipment, functions and procedures.

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 Determine strategies for agreed resolutions.	1.1 Gather information on the incident from a range of sources. 1.2 Analyse all aspects of incident to determine degree of hazard, priorities, optional outcomes and appropriate strategies. 1.3 Determine immediate and long-term objectives and assess these against resources and priorities. 1.4 Apply a range of communication techniques to make and maintain contact with key people. 1.5 Provide clear and factual information to enable an honest and realistic assessment of the interests of key people and their positions. 1.6 Develop clear options for resolving the conflict, determine their likely consequences, and analyse the associated benefits and risks. 1.7 Confirm areas of agreement and re-assess points of disagreement to establish a common positive position.
2 Plan and negotiate support services.	2.1 Assess the need for support services in terms of the situational analysis and determined strategies and priorities. 2.2 Negotiate resources of support services according to established procedures, protocols and availability. 2.3 Provide information on strategies to support services and establish communication protocols and channels. 2.4 Delegate roles and responsibilities according to expertise and resources.
3 Monitor plans in incidents.	3.1 Assess incident for degree of risk and determine response to reduce and remove the impact of the incident, minimise risk, preserve the safety and security of all involved and restore order. 3.2 Take action to prevent the escalation of incident that is appropriate to the circumstances and agreed procedures. 3.3 Ensure that responses and emergency action give priority to the protection of individuals from harm. 3.4 Anticipate individual responses to action and stress, evaluate reactions and allocate support at the level required to minimise risks. 3.5 Ensure that guidelines for force used for the restoration of control and the maintenance of security result in humane and least-restrictive responses. 3.6 Provide accurate and clear reports to the appropriate authority promptly.

ELEMENT**PERFORMANCE CRITERIA****4 Provide support and leadership to teams.**

3.7 Undertake review, evaluation and analysis of incident and organisational response to it, and report recommendations to the appropriate authority promptly and accurately.

4.1 Allocate roles and responsibilities taking into account the skills and contribution of team members.

4.2 Provide clear, accurate and relevant information, guidance and support to meet individual needs.

4.3 Make positive use of conflict to enhance individual growth and relationships.

4.4 Provide immediate feedback on performance in a constructive and developmental way.

4.5 Actively encourage team members to provide ideas and feedback.

4.6 Take directions and action that maintain safety and protection of team members at all times.

Required Skills and Knowledge

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

Required skills:

- research and consultation necessary to evaluate systems and strategic approaches to the management of high-risk contingencies
- accurate and safe use of all emergency equipment and technologies
- researching and analysing developments in security systems and practices
- managing effective outcomes using strategic planning, team leadership and situational analysis
- managing and coordinating a complex team of operational and specialist staff.

Required knowledge:

- organisation's policies, guidelines and procedures related to control and surveillance, safety and preventing and responding to incidents and breaches of orders covered in the range of variables
- organisational management and accountability systems
- teamwork principles and strategies
- organisational culture and values and impact on behaviour and response
- principles of force and reaction to force
- principles of effective communication
- specific statutory requirements related to the range of variables and the work role
- organisation's reporting procedures and practices including environmental and sustainability practices
- guidelines for use of equipment and technology
- duty of care and humane treatment
- code of conduct
- operation of emergency and response equipment
- management principles, including:
 - situational analysis
 - leadership and teamwork
 - delegation
 - complex communication
 - negotiation
 - strategic language
 - using consultation and professional networks.

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

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

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 plan emergency responses to 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

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 by an individual responsible for planning effective processes for emergency responses to incidents that jeopardise safety and security as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to planning responses to incidents that jeopardise safety and security
- access to appropriate learning and assessment support when required.

Method of assessment

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.

**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.

Support services will include those managed within the organisation and those provided by other agencies and services, including:

- emergency services
- police
- special tactical response team
- fire
- health and medical
- mediators
- negotiators
- occupational health and safety team
- incident debriefing.

Responses to ***minimise risks*** will include:

- strategic negotiation
- separation and isolation
- communication
- use of security system
- defusing strategies
- use of force
- restraint
- crowd control
- counselling
- intervention
- use and intervention of specialists and experts, including specialist negotiators and mediators.

Unit Sector(s)

Safety and security.

Competency field

Not applicable.