



Australian Government

Department of Education, Employment and Workplace Relations

TLIO3019A Apprehend offenders

Release: 1

TLIO3019A Apprehend offenders

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit covers the knowledge and skills required to determine offences committed under relevant public transport legislation. It includes preparing for operational activities; carrying out ticket checks; observing and/or detecting offences; performing an arrest; gathering evidence for reports and records; and completing, reviewing and submitting required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the duties and tasks applicable to authorised officers working on public trams, trains and buses.

Work is performed under general supervision.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills 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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for operational activities	1.1 Participation in briefing meetings on operational duties is undertaken and appropriate instructions are received and correctly interpreted in performing the duties of an authorised officer 1.2 All equipment and operational documentation required for operational duties are obtained before commencement, in accordance with policy and procedures
2 Carry out ticket check	2.1 Vehicle or operational area is entered in accordance with policy and procedures 2.2 Ticket issuing and validating equipment are checked to ensure correct operation and relevant faults and malfunctions are recorded and/or reported in accordance with policy and procedures 2.3 Where appropriate, passengers are advised that a ticket inspection will commence, in accordance with policy and procedures 2.4 Tickets are inspected in accordance with policy and procedures, relevant acts and/or regulations either independently or in collaboration with other authorised officers
3 Observe and/or detect offence	3.1 Ticket irregularities are detected in accordance with policy and procedures 3.2 Other offences as specified in the relevant acts and/or regulations are observed and recorded, as appropriate 3.3 Offenders are questioned to ascertain if a reportable offence has occurred 3.4 Decisions are made on appropriate action in accordance with the relevant acts and/or regulations and policy and procedures 3.5 Appropriate actions are carried out in accordance with policy and procedures
4 Perform arrest	4.1 Assessments are carried out to ensure the arrest is warranted and can be made in accordance with the relevant act and/or regulations and policy and procedures 4.2 Assistance, where required, is sought in a timely manner in accordance with policy and procedures 4.3 Arrests are carried out with regard to all legal and organisational policy and procedures 4.4 Offenders are detained in accordance with the relevant Act and/or regulations and policy and procedures, prior to hand over to police
5 Gather evidence for reports and records	5.1 Appropriate evidence is collected and or recorded in accordance with the principles of the 'points of proof' for the offence

ELEMENT	PERFORMANCE CRITERIA
	concerned
	5.2 Offenders are questioned, to collect additional information for the reports
	5.3 Exhibits relevant to the offence are collected and attached to the reports
6 Complete required reports and records	6.1 Field reports of non compliances are compiled in accordance with policy and procedures
	6.2 Relevant information and offences, observations and conversations are recorded in accordance with policy and procedures.
7 Review and submit all required documentation	7.1 All required documentation is checked for content, relevance and validity in accordance with policy and procedures
	7.2 All field reports of offences are checked to see if all sections are completed to ensure the sufficiency, accuracy and integrity of the evidence
	7.3 All reports and documentation are lodged in accordance with policy and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislation and regulations, including case law
- Standard operating procedures and policies for apprehending offenders
- Principle of 'points of proof'
- Code of conduct for the apprehension of offenders
- Procedures for checking tickets and validating machines
- Ways of observing and detecting offences
- Options available following observation and detection of offences
- Procedures for the use of the phonetic alphabet
- Procedures for completing all required documentation

Required skills:

- Communicate effectively with others when apprehending offenders

Required skills:

- Access, read, interpret and apply instructions, regulations and standard operating procedures relevant to apprehending offenders in a transport context
- Complete reports, records and other documentation related to apprehending offenders in a transport context
- Work in accordance with instructions
- Interact with customers
- Work collaboratively with others including requesting assistance to restrain an offender
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Observe passengers carrying out suspected offensive activities and decide whether or not they should be apprehended
- Promptly solve and/or report any identified problems when apprehending offenders in a transport context
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Maintain currency on all operational procedures
- Apply legal arrest and detention techniques
- Use reasonable force when apprehending offenders in a transport context
- Use the phonetic alphabet
- Apply personal safety techniques
- Select and utilise equipment and communication technology required when apprehending offenders in a transport context

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures

EVIDENCE GUIDE

Context of and specific resources for assessment

- other relevant aspects of the range statement
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

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.

Briefing may include:

- required operational duties for the shift
- special instructions
- updates on legislation
- enforcement directives as announced

Equipment may include:

- ticket issuing and validating equipment
- portable ticket readers

Operational documentation may

- mobile communication equipment

RANGE STATEMENT

- include:
- official identification
 - official notebook and report of non-compliance
 - fares and travel guide
 - ticket manual
- Operational area may include:
- designated areas in railway stations
 - on board trains, trams and buses
 - tram and bus stops
- Relevant acts and/or regulations may include:
- transport act and legislation
 - regulations under the act
 - OH&S legislation
 - privacy legislation
- Detected may include:
- checking tickets
 - observing offenders committing offences
 - acting on information received
- Offences may include:
- offences under the relevant legislation
 - ticket irregularities
 - behavioural irregularities
 - vandalism
 - fraud
 - theft
 - assault
 - criminal damage
- Action may include:
- reported offence
 - direct offender to buy or validate ticket
 - direct offender to leave premises
 - remove offender from vehicle
 - give a warning
 - contact police
 - arrest offender
- Reports may include:
- details of offence
 - details of offender
 - reason for offence
 - details of journey
 - other pertinent details
 - details of the corroborator
 - police details when in attendance
 - accompanying offenders
- Documentation/records may include:
- code of conduct
 - company policies and procedures

RANGE STATEMENT

- departmental directives
 - operational procedures
 - official notebook
 - ticket manual
- Applicable legislation, regulations and codes may include:
- transport legislation and associated regulations
 - relevant case law
 - code of conduct

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security