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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Control persons using empty hand techniques |
| **APPLICATION** | This unit specifies the skills and knowledge required to control persons using empty hand techniques.  It includes:   * interpreting procedures to comply with procedures, workplace policies and legal rights and responsibilities including workplace health and safety (WHS) * identifying threats posed by persons presenting a risk to the safety of self or others * assessing response and withdrawal options * negotiating with the subject to defuse conflict and give spoken warnings and directions * applying recognised empty hand techniques using the minimum amount of force necessary to remove the immediate threat while avoiding vital areas of the body and without harming the subject * and isolating the subject at a safe distance from members of the public; monitoring their wellbeing and safety * collaborating with emergency services personnel * reviewing and evaluating the effectiveness of the defensive response to identify improved practices * completing documentation   It applies to people working independently or under limited supervision as members of a security team.  This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities. |
| **PREREQUISITE UNIT** | Nil |
| **ELEMENTS** | **PERFORMANCE CRITERIA** |
| Elements describe the essential outcomes. | Performance criteria describe what needs to be done to demonstrate achievement of the element. |
| 1. Assess need to use empty hand techniques and response options. | 1.1 Interpret procedures and comply with workplace policies and legal rights and responsibilities for using empty hand techniques, including WHS.  1.2 Identify subject of threat and continually observe and anticipate movement and aggression.  1.3 Ensure stance and distance from subject maximises range of defensive options and tactical advantages in physical contact.  1.4 Assess alternative response and withdrawal options for viability and incorporate defensive options into selected response.  1.5 Check and confirm personal safety needs and identify available escape routes. |
| 2. Apply defensive empty hand techniques. | 2.1 Use interpersonal techniques to exchange information with the subject and give spoken warnings and directions.  2.2 Use empty hand techniques ensuring that ensure grip on subject is secure, firm and applied using level of force proportionate to the threat context.  2.3 Quickly apply holds to appropriate areas of the body.  2.4 Anticipate strikes and blows from subject and adopt, parry or block positioning.  2.5 Limit contact with subject to the minimum necessary to remove immediate threat, and use lower force options immediately when threat decreases or ceases. |
| 3. Restrain and isolate subject. | 3.1 Isolate and contain subject at a safe distance from members of the public, and minimise opportunities for escape.  3.2 Identify situations requiring specialist assistance and seek assistance or advice from relevant persons using communication equipment.  3.3 Escort subject from the incident scene to a secure location and monitor their wellbeing and safety.  3.4 Use communication equipment to report incident details and subject location to relevant persons. |
| 4. Finalise and evaluate response. | 4.1 Review and evaluate effectiveness of response against incident circumstances and observations, in consultation with relevant persons.  4.2 Identify improvements to future security response procedures using defensive techniques.  4.3 Complete incident report and securely maintain workplace documentation.  4.4 Recognise effects of stress and manage own well-being using stress management techniques. |
| ***FOUNDATION SKILLS***  A person demonstrating competency in this unit must have the following language, literacy, numeracy and employment skills:   * language skills to provide information or advice in a form that is preferred and understood by the receiver and that engages minority groups * writing skills to:   + record and describe incident observations and actions taken   + complete routine reports and forms * reading skills to interpret and follow:   + workplace procedures and policies that clarify legal rights and responsibilities * speaking and listening skills to:   + use questions and active listening to exchange and understand information with subject   + control tone of voice when negotiating with the subject   + give clear and succinct spoken warnings and directions when negotiating with the subject   + use a radio to give clear and sequenced information to emergency services personnel when requesting assistance and reporting incident details * numeracy skills to estimate safe distances when engaging with and isolating subject * problem solving skills to:   + formulate response options to match nature of risk   + apply empty hand techniques that avoid vital areas of the body   + recognise security risk situations requiring specialist assistance * self-management skills to plan tasks to meet job requirements * teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others | |
| **UNIT MAPPING INFORMATION** | No equivalent unit |
| **LINKS** | Companion volumes to this training package are available at the VETNet website:  <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b> |

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| **TITLE** | | CPPSEC3XXX Control persons using empty hand techniques |
| **PERFORMANCE EVIDENCE** | | |
| A person who demonstrates competency in this unit must control persons using empty hand techniques in three (3) different threat situations, and in each situation, demonstrating:   * correct techniques for body safety and body positioning:   + bladed stance   + interview stance   + defensive stance * correct application of defensive techniques:   + blocking techniques   + empty hand techniques   + impact techniques to less-than-lethal parts of the body   + locking and holding techniques   + take-down techniques   In doing this, the person must meet the performance criteria for this unit. | | |
| **KNOWLEDGE EVIDENCE** | | |
| To be competent in this unit, a person must demonstrate knowledge of:   * standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements including:   + anti-discrimination and diversity   + apprehension, arrest and restraint of persons   + duty of care   + licensing requirements and limits of own authority   + trespass and the removal of persons   + use of force   + workplace health and safety (WHS) * approved communication terminology, call signs and radio channels used in the security industry * basic negotiation techniques * body safety and body positioning techniques, including:   + bladed stance   + interview stance   + defensive stance * defensive techniques and how and when they are applied, including   + blocking techniques   + empty hand techniques   + impact techniques to less-than-lethal parts of the body   + locking and holding techniques   + take-down techniques * methods of restraint and associated effects, including signs and symptoms of asphyxiation * pre-attack indicators * procedures for collaborating with emergency services personnel to restrain and isolate subject of threat * procedures for effecting an arrest * response options using defensive techniques that are within specified legal limits * security risk assessment steps and how they are applied * signs that a person may be suffering from emotional or physical distress * signs that a person may be suffering from mental illness * signs that a person may be under the influence of intoxicating substances * understanding of the force model * vital areas of the body and reasons they are to be avoided (head, neck, throat, spine, tailbone, chest, kidney and liver, clavicle and collar bone) | | |
| **ASSESSMENT CONDITIONS** | | |
| Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.  Assessment of performance must be undertaken in an operational workplace environment or environment that reflects workplace conditions. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.  Assessors are responsible for ensuring that the person demonstrating competency has access to:   * specifications of assessment tasks to control persons using empty hand techniques * appropriate documents, materials, equipment and personal protective equipment currently used in industry * standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations | | |
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For inclusion in separate Companion Volume: Range Statements

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| ***Workplace policies and legal rights and responsibilities*** may relate to: | * anti-discrimination and diversity * apprehension and powers of arrest * assignment instructions * client service standards * code of conduct and ethics * communication and reporting procedures * crowd control and control of persons under the influence of intoxicating substances * duty of care * emergency and evacuation procedures * industry codes of practice * licensing requirements * own role, responsibilities and authority * risk management * search of people and property and seizure of goods * team work * trespass and the removal of persons * use of force guidelines * workplace health and safety (WHS) policies and procedures |
| ***Threat*** may relate to: | * conflicts between members of the public * persons being violent or aggressive * persons breaching security or barriers * persons suffering from emotional or physical distress * persons under the influence of intoxicating substances * persons with access to biological hazards, industrial gases or other chemicals * persons with access to explosives * persons with access to fire and flammable materials * persons with access to weapons * persons with criminal intent * persons with packages or operating vehicles in unsuitable locations * terrorism |
| ***Response*** may involve: | * defusing the situation * evacuating the premises * isolating risk or area of potential risk * issuing spoken warnings and directions * notifying relevant emergency services agencies * offering assistance * providing access for emergency services * providing first aid * requesting support and assistance * restraint of person * tactical withdrawal * using basic defensive techniques * using negotiation techniques |
| ***Personal safety needs*** may relate to: | * ability to maintain regular communication with team * accessing back-up support * accessing an appropriate vehicle * escape route * taking an alternative route * using personal protective equipment * using specific security equipment * working in collaboration with emergency services and team members |
| ***Interpersonal techniques*** may involve: | * adjusting language to suit the audience * allowing appropriate personal space * allowing two-way interaction * being culturally aware and sensitive in use of language and concepts * being non-judgemental * being respectful and non-discriminatory * controlling tone of voice and using positive body language * demonstrating flexibility and willingness to negotiate * maintaining professionalism * providing constructive feedback * providing sufficient time for questions and responses * using active listening * using effective spoken and non-verbal communication * using plain English and strategies to resolve language barriers * using positive, confident and cooperative language * using reflection and summarising techniques |
| ***Empty hand techniques*** may include: | * avoidance techniques * blocking techniques * body positioning * body safety * empty hand techniques * impact techniques * locking and holding techniques * take-down techniques |
| ***Relevant persons*** may include: | * clients * colleagues * emergency services personnel (police, ambulance, fire) * supervisors |
| ***Documentation*** may include: | * activity logs * incident reports * request for assistance forms * security risk and incident details * vehicle and personnel movements * written and electronic reports |
| Effects of stress may include: | * being distracted * demonstrating frustration * demonstrating negative body language * inability to concentrate * over-talking * showing increasing aggression * tiredness * using minimal spoken communication * using uncoordinated movements |
| Stress management techniques may include: | * accessing counselling * accessing formal debriefing processes * conscious use of personal recreational activities such as exercise * informal exploration of incidents with team members and supporters * reviewing practices, procedures and resources to identify improvements |