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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Defend persons using spray |
| **APPLICATION** | This unit specifies the skills and knowledge required to defend persons using spray, commonly known as “capsicum” (oleoresin capsicum) or “pepper” spray.It includes: * interpreting procedures to comply with workplace policies and legal rights and responsibilities including workplace health and safety (WHS)
* identifying and assessing the need to use spray based on risk and threat levels, and confirming personal safety needs including personal protective equipment (PPE) and options for withdrawal
* using negotiation techniques to defuse conflict and give spoken warning of the intention to use spray
* discharging spray in a controlled manner and adjusting discharge to respond to changing circumstances in a manner that protects self and others and does not cause undue harm to the subject
* monitoring and assisting the wellbeing of the subject after the threat has ceased
* reviewing and evaluating the effectiveness of the response to identify improved practices
* inspecting the spray for faults
* 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 spray and response options. | 1.1 Interpret procedures and comply with workplace policies and legal rights and responsibilities for using spray, including WHS.1.2 Inspect spray canister for correct operation, locate actuator button, and clarify procedures for use.1.3 Assess need to use spray against known information and potential and existing risks and threats, and decide preferred response option to contain incident. |
| 2. Confirm personal safety needs and present spray. | 2.1 Select and use PPE to meet WHS requirements.2.2 Check and confirm personal safety needs and identify withdrawal options.2.3 Present spray in a non-threatening manner while maintaining eye contact with subject. |
| 3. Negotiate and give warning. | 3.1 Use interpersonal techniques to exchange information with the subject and negotiate to defuse conflict and aggression.3.2 Give clear spoken warning to the subject and advise of intention to use spray. |
| 4. Discharge spray. | 4.1 Control and direct spray to contain source of threat following manufacturer’s specifications.4.2 Discharge spray ensuring canister is upright and that grip and handling allows secure retention and continued control.4.3 Use tactical positioning that is fluid, uses available cover and protection and allows options for withdrawal.4.4 Adjust discharge to respond to changing circumstances and discontinue spray immediately when threat ceases.4.5 Monitor wellbeing of subject and provide care or seek immediate assistance from relevant persons.4.6 Decontaminate self, clothing and equipment from spray exposure. |
| 5. Evaluate spray use and maintain spray. | 5.1 Review and evaluate effectiveness of response using spray against incident circumstances and observations, in consultation with relevant persons.5.2 Identify improvements to future security response procedures using spray.5.3 Inspect condition of spray and report identified faults.5.4 Complete and securely maintain workplace documentation.5.5 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 engages minority groups
* writing skills to:
	+ record and describe incident observations and actions taken
	+ complete routine reports and forms
* reading skills to interpret:
	+ workplace procedures and policies that clarify legal rights and responsibilities
	+ read canister labels to interpret manufacturer’s instructions for using and maintaining spray and giving first aid
* 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 when reporting incident details
* numeracy skills to estimate optimal distance for spray effectiveness and how long to spray
* problem solving skills to:
	+ formulate response options to match nature of risk
	+ recognise situations requiring the need to call emergency services
* 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
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| **UNIT MAPPING INFORMATION** | Supersedes and is equivalent to CPPSEC3016A Defend persons using spray |
| **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 Defend persons using spray |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must defend persons using spray in response to three (3) different threat situations involving persons holding weapons.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
	+ use of force
	+ workplace health and safety (WHS)
* application methods for spray including how to hold the canister, how to discharge spray, target placement, distance and length of spray
* approved communication terminology, call signs and radio channels used in the security industry
* arrest and control techniques using spray
* basic negotiation techniques
* methods for caring for a spray recipient
* methods for decontamination after exposure to spray
* methods for storing and maintaining spray canisters
* methods of restraint and associated effects, including signs and symptoms of asphyxiation
* procedures for communicating with emergency services personnel
* procedures for effecting an arrest
* response options using spray that are within specified legal limits
* risk assessment steps and how they are applied
* risks associated with using spray and common physiological effects and symptoms, particularly related to eyes and the respiratory tract
* security risk situations that warrant the use of spray and situations where use may amount to excessive use of force
* 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
* tactical positioning to be adopted when using spray
* types and purpose of sprays that may be used for security purposes
* types and uses of personal protective equipment (PPE) required when using spray
* ways in which social and cultural differences may be expressed
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| **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 defend persons using spray
* 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
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| ***Assessment*** may involve analysis of: | * subject’s access to weapons
* available resources and team back-up
* known information about people involved in the incident
* known information about the circumstances of the incident
* nature of the incident
* observation of the environment and physical conditions
* options for withdrawal or escape
* potential and triggers for escalating or defusing conflict
* range of response options available
* safety of self and others
 |
| ***Threat*** may relate to: | * conflicts or fights 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
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| ***Personal and protective equipment*** may include: | * body armour
* fire extinguisher
* fire proof clothing
* first aid kit gloves
* head protection
* masks
* safety glasses
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| ***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
* withdrawal options
* working in collaboration with emergency services and team members
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| ***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 oral and non-verbal communication
* using plain English and strategies to resolve language barriers
* using positive, confident and cooperative language
* using reflection and summarising techniques
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| ***Tactical positioning*** may relate to: | * access to cover or concealment
* capacity to operate spray
* capacity to restrain subject
* capacity to use handcuffs
* capacity to withdraw
* safety of self and others
* stance (eg standing, kneeling, prone)
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| ***Relevant persons*** may include: | * clients
* colleagues
* emergency services personnel (police, ambulance, fire)
* supervisors
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| ***Documentation*** may include: | * activity logs
* incident reports
* request for assistance forms
* security risk and incident details
* vehicle and personnel movements
* written and electronic reports
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| 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
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| 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
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