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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Manage conflict and security risks using negotiation |
| **APPLICATION** | This unit specifies the skills and knowledge required to manage conflict and security risks using negotiation techniques.It includes:* interpreting and complying with workplace procedures and policies and legal rights and responsibilities including workplace health and safety (WHS)
* observing the work environment and maintaining situational awareness to identify sources of conflict and risk to people, property or premises
* assessing the conflict situation and risk posed, and selecting and implementing response options within the scope of own authority
* using effective negotiation and communication techniques to resolve conflict and minimise the security risk in a manner that accounts for individual social and cultural differences and encourages a shared approach to conflict resolution
* requires applying contingency measures to respond to changing circumstances that might escalate the conflict or risk level
* working with others to seek assistance to implement the security response, and evaluate and improve response procedures
* completing written incidents reports
* recognising and managing own work-related stress

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. Identify and assess conflict situation and select response option. | 1.1 Interpret work instructions, procedures and policies to confirm own responsibilities and authority, and to comply with legal rights and responsibilities, including WHS.1.2 Select and use personal protective equipment to ensure own safety, and communication equipment to exchange information with relevant persons.1.3 Observe the work environment to maintain situational awareness and ascertain sources of conflict and security risk to people, property or premises.1.4 Assess conflict situation and nature and degree of risk, and use communication equipment to seek assistance from relevant persons. |
| 2. Negotiate conflict resolution. | 2.1 Use interpersonal techniques to exchange and gather information to clarify conflict situation.2.2 Use negotiation techniques to offer options and encourage a shared approach to conflict resolution.2.3 Use even tone of voice and positive non-verbal and spoken communication that takes account of individual social and cultural differences throughout negotiation.2.4 Anticipate factors that might escalate conflict or risk safety and security, and apply contingency measures. |
| 3. Report, evaluate and improve conflict response procedures. | 3.1 Report incident observations and response actions using workplace documentation.3.2 Discuss response with relevant persons and review procedures to evaluate effectiveness and identify improvements.3.3 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 using structure and language to suit the audience and engage minority groups
	+ use strategies to overcome language barriers
* writing skills to record and describe incident observations and response actions
* reading skills to interpret:
	+ workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements
	+ signs and forms written in English
* speaking and listening skills to:
	+ use active listening to understand spoken information and instructions exchanged during negotiation
	+ use questions to seek information during negotiation
	+ use paraphrasing to check own understanding and show empathy during negotiation
	+ seek and understand feedback from others when reviewing response procedures
	+ orally request assistance using communication equipment
* numeracy skills to calculate time when recording incident details
* problem solving skills to:
	+ formulate response options to match risk presented in conflict situations
	+ modify response to changing circumstances when applying contingency measure
* 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 CPPSEC3002A Manage conflict through negotiation |
| **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 Manage conflict and security risks using negotiation |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must manage conflict and security risks using negotiation in three (3) different security risk situations.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)
* approved communication terminology, call signs and radio channels used in the security industry
* factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
* how to access specialist assistance for negotiating conflict resolution
* negotiation techniques and how they can be used to defuse and resolve conflict, maintain positive interaction, divert and minimise aggressive behaviour
* principles of effective communication
* the effects of power plays on a conflict situation
* the phonetic alphabet and how it is used
* types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
* ways that 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 manage conflict and security risks using negotiation
* 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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| ***Work instructions*** may relate to: | * back-up support or specialist assistance requirements
* communication equipment and procedures
* equipment and resources
* incident and security risk response procedures
* individual or team assignment objectives and timeframes
* instructions from supervisors or colleagues
* legislative and regulatory compliance requirements relating to work tasks
* licensing requirements
* personal presentation requirements
* reporting requirements
* specific client information and instructions
* use of workplace documentation
* workplace health and safety (WHS) including use of personal protective clothing and equipment
* work tasks and standard operating procedures
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| ***Workplace policies and legal rights and responsibilities*** may relate to: | * access and equity policies, principles and practices
* communication and reporting procedures
* counter terrorism
* duty of care
* emergency and evacuation procedures
* employer and employee rights and responsibilities
* licensing requirements
* organisational business plans and objectives
* own role, responsibilities and authority
* professional standards, code of conduct and ethics
* resource parameters and procedures for accessing resources
* risk management
* roles, functions and responsibilities of security personnel
* team work
* use of force guidelines
* workplace health and safety (WHS) policies and procedures
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| ***Communication and personal protective equipment*** may include**:**  | * communication:
* earpiece
* mobile phone
* pager
* portable two-way radio
* personal protective equipment (PPE):
* body armour
* high visibility vest
* slash proof gloves
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| ***Relevant persons*** may include: | * clients and their staff
* colleagues
* emergency services personnel
* specialist services such as specialist negotiator
* supervisors
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| ***Conflict*** situations may relate to: | * accidents resulting in injury
* conflicts between members of public
* cultural differences
* destruction of property
* ejection of persons
* persons carrying weapons
* persons refusing to follow directions and guidance
* persons suffering from emotional distress or mental illness
* persons under the influence of intoxicating substances
* persons with criminal intent
* responses of young people due to past experiences of trauma or abuse
* riots and demonstrations
* situations affecting the security of self, others or property
* violent, aggressive or threatening persons
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| ***Interpersonal techniques*** may relate to: | * active listening
* being non-judgemental
* being respectful and non-discriminatory
* constructive feedback
* control of tone of voice and body language
* culturally aware and sensitive use of language and concepts
* demonstrating flexibility and willingness to negotiate
* effective spoken and non-verbal communication
* maintaining professionalism
* providing sufficient time for questions and responses
* reflection and summarising
* two-way interaction
* use of plain English
* use of positive, confident and cooperative language
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| ***Negotiation techniques*** may include: | * analysing personal values and their impact on attitudes and interactions in order to avoid personalising issues, discriminations and stereotyping
* demonstrating flexibility and willingness to negotiate
* giving the person full attention
* interpreting and assessing actions for risk
* interpreting non-verbal and spoken messages
* observation techniques
* questioning to clarify and confirm understanding
* resolving differences sensitively taking into account cultural considerations
* using clear presentations of options and consequences
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| ***Social and cultural differences*** may relate to: | * age
* beliefs, values or practices
* cognitive (intellectual) ability
* conventions of gender and sexuality
* cultural stereotypes
* dress
* ethnicity
* food or diet
* kinship, family structure and relationships
* language skills
* personal history and experiences which may be traumatic
* physical, emotional and intellectual differences
* race
* religious and spiritual observances
* social conventions
* traditional practices and observations
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| ***Contingency measures*** may relate to: | * counselling
* cultural support
* defusing strategies
* first-aid
* intervention
* mediation
* separation or isolation
* specialists or experts such as emergency services
* tactical withdrawal
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| ***Documentation*** may include: | * activity logs
* incident reports
* request for assistance forms
* vehicle and personnel movements
* written and electronic reports
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| ***Effects of stress*** may include: | * frustration
* inability to concentrate
* increasing aggression
* over-talking
* tiredness
* uncoordinated movements
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| ***Stress management techniques*** may include: | * conscious use of personal recreational activities
* counselling
* formal debriefing processes
* informal exploration of incidents with team members and supporters
* review of practice and resources
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