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| **UNIT CODE** | CPPSEC3XXX |
| **UNIT TITLE** | Restrain persons using handcuffs |
| **APPLICATION** | This unit specifies the skills and knowledge required to restrain persons using handcuffs.It includes: * interpreting procedures to comply with workplace procedures and policies and legal rights and responsibilities, including workplace health and safety (WHS)
* identifying and assessing the need to use handcuffs, and confirming personal safety needs including personal protective equipment (PPE) and monitoring and observing the subject to approach allowing a safe defensive distance
* applying handcuffs using appropriate pressure, checking that they are locked and can be unlocked, and minimising physical contact and humiliation or indignity that may be suffered by the subject
* using communication to give directions and warnings, and removing handcuffs in a manner that maintains control of the subject
* reviewing and evaluating the effectiveness of the response to identify improved practices
* inspecting handcuffs 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. Prepare to use handcuffs. | 1.1 Interpret workplace procedures and policies and legal rights and responsibilities for using handcuffs, including WHS.1.2 Check handcuffs to ensure correct operation and report malfunctions.1.3 Select and use PPE to meet WHS requirements. |
| 2. Assess need to use handcuffs, and present handcuffs. | 2.1 Assess need to use handcuffs against known information and potential and existing risks and threats.2.2 Present handcuffs in a manner that is confident and assertive and allows for tactical positioning.2.3 Monitor and observe movement and actions of subject and use approach that allows a safe defensive distance.2.4 Adjust response to minimise force and prevent continued aggressive behaviour. |
| 3. Apply handcuffs with sensitivity to subject’s needs. | 3.1 Use interpersonal techniques to exchange information with the subject, negotiate to defuse conflict and aggression, and warn of intention to use handcuffs.3.2 Identify situations requiring assistance and use communication equipment to seek support from relevant persons.3.3 Apply handcuffs using appropriate pressure, and minimising physical contact, and humiliation or indignity suffered by the subject.3.4 Check that handcuffs are secure after application, and can be removed in the event of an emergency. |
| 4. Direct and detain subject. | 4.1 Direct subject to a seated or standing position that maximises control and opportunities for detention, and ensures their wellbeing.4.2 Monitor subject to ensure their safety and wellbeing, and ascertain their intention to comply with instructions.4.3 Give clear and succinct spoken warnings and directions to indicate intention to remove handcuffs, and maintain control of detained subject. |
| 5. Finalise and evaluate response. | 5.1 Review and evaluate effectiveness of response using handcuffs against incident circumstances and observations, in consultation with relevant persons.5.2 Identify improvements to future security response procedures where subjects are restrained using handcuffs.5.3 Inspect condition of handcuffs 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
* speaking and listening skills to:
	+ use questions and active listening to exchange and understand information with subject and monitor their compliance
	+ control tone of voice when negotiating with the subject
	+ give clear and succinct spoken warnings and directions when negotiating with the subject
	+ use communication equipment to give clear and sequenced information when reporting incident details
* numeracy skills to estimate distance when adopting stance and tactical positioning
* problem solving skills to:
	+ formulate response options to match nature of risk
	+ apply handcuffs with sensitivity to the subject’s physical needs
	+ 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 CPPSEC3015A Restrain persons using handcuffs |
| **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 Restrain persons using handcuffs |
| **PERFORMANCE EVIDENCE** |
| A person who demonstrates competency in this unit must restrain persons using handcuffs in three (3) different threat 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
	+ 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
* methods for applying and removing handcuffs
* methods for restraining people who have wrists that are too large for handcuffs
* methods of restraint and associated positions and effects, including signs and symptoms of asphyxiation
* potential issues and health risks associated with the incorrect application of handcuffs
* procedures for communicating with emergency services personnel
* response options using handcuffs that are within specified legal limits
* risk assessment steps and how they are applied
* security risks that warrant use of handcuffs, and those that do not
* 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
* types and uses of personal protective equipment (PPE) required when restraining a person using handcuffs
* types of injuries that can be incurred from restraint using handcuffs
* 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 restrain persons using handcuffs
* 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, restraint and powers of arrest
* assignment instructions
* client service standards
* code of conduct and ethics
* communication and reporting procedures
* duty of care
* industry codes of practice
* licensing requirements
* own role, responsibilities and authority
* risk management
* team work
* use of force guidelines
* workplace health and safety (WHS) policies and procedures.
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| ***Handcuffs*** may be: | * linking
* purpose-designed restraints
* rigid
* security chain link.
 |
| ***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.
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| ***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
 |
| ***Tactical positioning*** may relate to: | * access to cover or concealment
* capacity to restrain or arrest subject
* capacity to use handcuffs
* capacity to withdraw or restrain subject
* safety of self and others
* stance (e.g. standing, kneeling, prone)
 |
| ***Response*** options may relate to: | * arrest of person
* cultural support
* defusing the situation
* request for assistance
* restraint of person using handcuffs
* sending alarms
* separation or isolation
* tactical withdrawal
* use of empty hand techniques
* use of negotiation techniques
* use of specialists or experts
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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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| ***Relevant persons*** may include: | * clients
* colleagues
* emergency services personnel (police, ambulance, fire)
* supervisors
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| ***Inspecting*** handcuffs may relate to: | * checking maintenance schedules
* cleaning, priming, tightening, basic repairs and adjustments
* faults such as damage, jagged edges or rust
* identification and segregation of unsafe or faulty equipment for repair or replacement
* observing and monitoring for correct operation
* visual checks for wear and tear
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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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