



# Level 3

## NVQ Occupational Standard for Policing and Law Enforcement (Use of Firearms)

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## ACKNOWLEDGEMENT

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## **INTRODUCTION**

The Grenada National Training Agency (GNTA) as empowered by the GCTVET Act of 2009 is the agency mandated to co-ordinate, facilitate and enable the development and growth of Technical and Vocational Education and Training in Grenada Carriacou and Petite Martinique.

The Agency through modes of training intervention intends to help in ensuring that there exists a supply of trained and skilled workers to service labour market needs and thereby contribute to higher levels of productivity in the Grenadian economy. The organisation by way of policy seeks to have developed and approved occupational standards derived from industry specifications and to guide the training, assessment and certification within the Grenada TVET System.

The Grenada Council for Technical Vocational Education and Training (GCTVET) created by an ACT of parliament in 2009 is empowered to approve standards for the award certification leading to Caribbean Vocational Qualification (CVQ's) and National Vocational Qualification (NVQ's).

The GNTA has established industry lead groups responsible for vetting standards as well as specifying and recommending standards to be approved.

## **ABOUT THIS STANDARD**

This is a National Vocational Qualification that is approved for training and certification in Grenada.

This standard was adapted and approved by the Grenada Council for Technical Vocational Education and Training (GCTVET) on 06<sup>th</sup> May, 2014.

These are some minor modifications made to accommodate the local context; however the overall content of the document is unchanged.



## QUALIFICATION OVERVIEW

The NVQ Level 3 in Policing and Law Enforcement (Use of Firearms) is for individuals whose function in this sector requires well developed behavioural competencies but whose scope for independent decision making and for bringing about change is unlimited. Persons can operate independently at this level. Persons can also function in a supervisory level.

They are likely to be in roles where they are required to:

- examine and test firearms
- use firearms
- defend persons using firearms
- operate and maintain small arms and or teams
- control security risk situations using firearms

Normally persons working at Level 3 should possess the knowledge and skill to perform in a wide range of contexts – complex and non-routine with considerable responsibility, autonomy and ability to guide others. The qualification covers competencies by providing services in Policing - Use of Firearms Level 3 as indicated in the competency standard.

Relevant occupations include:

- Police

The holders of this qualification will demonstrate a range of personal presentations and demonstrations of team work skills and literacy skills. To achieve this qualifications all core units must be achieved plus a minimum of two Level 1 electives, three Level 2 electives and one Level 3 elective must be completed. The nominal training hours are a guide for planning the delivery of training programmes.

Please note that certification can be gained through formal training or on- the- job experience by scheduling assessments with the Grenada National Training Agency (GNTA) Certified Assessors.



## Packaging of Competency Standards for Vocational Qualifications

### PBUF 3006 NVQ Level 3 – Policing and Law Enforcement (Use of Firearms)

Unit Code	UNIT TITLE	Mandatory/ Elective
PB00043	Examine and Test Firearms	Mandatory
PB00044	Use Firearms	Mandatory
PB00045	Defend Persons using Firearms	Mandatory
PB00046	Operate and Maintain Small Arms and /or Team	Mandatory
PB00018	Control Security Risk Situations using Firearms	Mandatory
PB00006	Produce Documents	Mandatory
PB00047	Use the Force Continuum Process	Elective
PB00019	Control Persons Using Empty Hand Techniques	Elective

To achieve this qualification all mandatory units must be completed and a minimum of one (1) elective must be achieved.

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PB00043:

**Examine and Test Firearms**

Unit Descriptor:

This unit deals with the skills and knowledge required to identify firearms and components, conduct safety test, maintain resources, review and report on activities.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Identify firearms and components	1.1	Prepare firearms and components for examination in accordance with workplace procedures
		1.2	Examine firearms and components in detail to determine relevant factors in accordance with workplace procedures
		1.3	Research internal resources to confirm observations
		1.4	Seek advice on obscure or complex items from relevant personnel in accordance with workplace procedures where necessary
		1.5	Identify the classification of the firearms and components in accordance with workplace procedures
		1.6	Identify the requirement for testing or exemption from safety testing in accordance with workplace procedures
2	Conduct safety tests	2.1	Test firearms in accordance with workplace procedures
		2.2	Operate relevant equipment in accordance with workplace procedures
		2.3	Identify occupational health and safety issues and take action where necessary in accordance with workplace procedures
		2.4	Interpret and record the results of the equipment use in accordance with workplace procedures
3	Maintain resources	3.1	Conduct routine equipment maintenance in accordance with workplace procedures
		3.2	Maintain equipment including repairs to manufacturers' specifications and in accordance with workplace procedures

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- |   |                                 |     |   |
|---|---------------------------------|-----|---|
| 4 | Review and report on activities | 4.1 | Record and disseminate outcomes of firearm identification in accordance with workplace procedures                 |
|   |                                 | 4.2 | Evaluate the outcomes, procedures and processes and identify improvements in accordance with workplace procedures |

## RANGE STATEMENT

### Prepare for examination include:

- making the firearm safe
- cleaning the firearm
- removing heavy deposits
- assembling the firearm
- removing components and/or accessories that may impede the examination process

### Relevant features include:

- type
- action
- make
- model
- unique serial number
- calibre
- magazine capacity
- handgun barrel length

### Relevant personnel includes:

### Firearms and components include:

- samples of commercial assignment
- imported handguns
- long arm
- parts
- magazines
- accessories

### Internal resources include:

- library of printed research materials
- library of electronic databases of research material
- internet search facilities

### outcomes include:

- safety testing reports
- informal identification statements
- digital or still photographs
- formal identification statements with 'jurat'

### Workplace procedures include:

- standing orders
- standing operating procedures
- current legislation and regulations

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the legislation, policies, procedures relation to the examination and testing of firearms
2. what are the firearms safety issues
3. what are the evidence handling and storage procedures
4. how to conduct safety test
5. what are the different types of firearms and components
6. how to record and disseminate outcomes of firearm identification in accordance with workplace procedures

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- operate and maintain firearms and equipment
- select and use cleaning agents to clean and maintain
- apply procedures relating to health and safety in the context of firearms examination and testing

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working in individually or in teams

**PB00044: Use Firearms**

**Unit Descriptor:**

This unit deals with the skills and knowledge required to deal with the selection and use of firearms and the effective use of firearms to protect and minimize risk to people.

**ELEMENTS**

**PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |                                   |     |  |
|---|-----------------------------------|-----|--|
| 1 | Identify the need to use firearms | 1.1 | Analyse the incident to assess the need for the use of firearms in accordance with degree and nature of risk to persons and workplace procedures |
|   |                                   | 1.2 | Identify risk in accordance with the assessment of information available, observation of hazards in the situation and likely consequences        |
|   |                                   | 1.3 | Identify and select options for action on the basis of capacity to complete the actions and suitability of the response to the degree of risk    |
|   |                                   | 1.4 | Identify situations requiring assistance and request support where necessary in accordance with workplace procedures                             |
| 2 | Handle and discharge firearms     | 2.1 | Carry firearms in accordance with workplace procedures   |
|   |                                   | 2.2 | Employ tactical positioning in accordance with the assessment of intentions, identified risks and workplace procedures                           |
|   |                                   | 2.3 | Select ammunition appropriate to firearm in accordance with workplace procedures and manufacturer's specifications                               |
|   |                                   | 2.4 | Select personal protective equipment in accordance with the requirements of the situation and workplace procedures                               |
|   |                                   | 2.5 | Check that grip, handling and presentation of firearms are in accordance with workplace procedures and ensure retention and continued control    |
|   |                                   | 2.6 | Discharge firearms and maintain consistency of accuracy where necessary in accordance with workplace procedures                                  |
| 3 | Evaluate response                 | 3.1 | Evaluate and review effectiveness of responses in accordance with the information, observation and outcomes of events                            |

- 3.2 Provided accurate and constructive observations of incidents in review and debriefing of incidents
- 3.3 Complete records and reports in accordance with workplace procedures
- 3.5 Use stress management techniques to manage the effects of stress

## RANGE STATEMENT

Options for action include:

- communication to calm, distract, change focus and negotiate
- tactical withdrawal
- request for assistance
- degree of force and methods consistent with level and nature of risk
- harm minimisation
- allowable defensive techniques and equipment

Workplace procedures include:

- standing orders
- standing operating procedures
- current legislation

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to interpret and comply with legal and procedural requirements related to the use of firearms, tactical response and defensive techniques
2. how to apply timely reactions in the use and termination of force
3. how to provide clear warnings, directions and information
4. what are the response options that are most effective for the degree and nature of risk

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- handle and discharge firearms
- identify and select options for action on the basis of capacity to complete the actions
- complete records and reports

- discharge firearms and maintain consistency of accuracy where necessary in accordance with workplace procedures

**(2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

**PB00045: Defend Persons Using Firearms**

Unit Descriptor:

This unit deals with the skills and knowledge required to defend persons using firearms in a safe and effective manner.

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Candidates must be able to:	
1 Perform pre operational firearms checks	1.1 Draw and prove weapon in accordance with workplace procedures 1.2 Inspect weapon in accordance with workplace procedures 1.3 Attend to operational brief in accordance with workplace procedures
2 Assess the need to use firearms	2.1 Evaluate the need to use firearms in accordance with use of force guidelines and workplace procedures 2.2 Escalate and de-escalated risk factors and opportunities to determine person's intentions 2.3 Identify the capacity to complete actions and assess alternative actions for viability in accordance with workplace procedures 2.4 Identify the need for assistance and request where necessary in accordance with workplace procedures
3 Use firearms	3.1 Secure, protect and make accessible firearm carriage in accordance with workplace procedures 3.2 Select the appropriate ammunition to firearm and manufacturer's specifications 3.3 Select the appropriate protective equipment in accordance with the situation and workplace procedures 3.4 Maintain a tactical position in accordance with the assessment of the person's intentions and anticipated range of possible actions 3.5 Discharge firearm sufficiently to stop the progress of life threatening situations in accordance with workplace procedures
4 Contain incident	4.1 Adjust or discontinue response with changing circumstances in accordance with the use of force guidelines and workplace procedures

- |     |  |
|-----|--|
| 4.2 | Monitor and persons position and behaviour and confirm resolution and/or isolation of threat in accordance with workplace procedures |
| 4.3 | Detain persons within one's limit of authority and in accordance with workplace procedures   |
| 4.4 | Identify any situations requiring assistance and make request promptly in accordance with workplace                                  |
| 4.5 | Monitor and provide adequate care to injured persons in accordance with workplace procedures   |
| 5   | Evaluate response  |
| 5.1 | Evaluate and review response in accordance with workplace procedures   |
| 5.2 | Provide accurate and constructive observations of incidents for review and debriefing in accordance with workplace procedures        |
| 5.3 | Use recognised stress management techniques to manage stress on self   |

**RANGE STATEMENT**

Weapons may include:

- automatic
- night fighting equipment
- pistols
- semi automatics
- shotguns

Workplace procedures include:

- current legislation
- standing orders
- standing operating procedures

Risk factors include:

- available resources and team
- circumstances of the incident
- death/serious personal injury
- nature of the incident
- observation of the environment and physical conditions
- people involved in the incident
- potential and triggers for escalation for de-escalation
- range of response options available

Opportunities include:

- access to weapons
- distractions
- lapses in concentration
- opportunities for escape
- presence of support

Person's intention include:

- aggression
- pursuit of conflict
- submission

Alternative actions include:

- request for assistance
- tactical withdrawal
- use of baton

PB00045

Defend Persons Using Firearms

- withdrawal

- use of empty hand technique
- use of handcuffs
- use of negotiation techniques

Tactical positioning include:

- access to cover
- capacity to reload
- capacity to withdraw or arrest subject
- safety of others
- stance

Maintaining weapons include:

- cleaning
- miss fire
- pre and post firing

Ammunition include:

- ammunition specified in legal and licensing
- factory loaded
- manufacturer's specified ammunition

Protective equipment include:

- boarding party jacket
- combat clothing
- ear plugs/defenders
- flak jacket/body armour
- goggles
- gloves
- helmet

Effects of stress include:

- death or serious injury
- frustration
- inability to concentrate
- increasing aggression
- over talking
- tiredness
- uncoordinated movement

Stress management techniques include:

- conscious use of personal recreation activities
- counselling
- formal personal and organisational debriefing
- informal exploration of incidents with team members and supporters
- post operational briefs
- review of practice and resources

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to apply basic problem solving problems
2. how to communicate and negotiate under stressful situations
3. what are the powers and procedures for effecting arrest
4. what are the procedures for inspecting weapons
5. what are the different weapon types

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- handle and fire weapons
- interpret instructions to facilitate solutions within operating parameters
- record and report information
- communicate and negotiate under stressful situations
- discharge firearm

**(2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

**PB00046: Operate and Maintain Small Arms and /or Team Weapons**

Unit Descriptor:

This unit deals with the skills and knowledge required to operate and maintain small arms and /or team weapons in line with appropriate guidelines. This unit is applicable only to persons in the police service.

**ELEMENTS**

**PERFORMANCE CRITERIA**

Candidates must be able to:

<p>1 Operate small arms and/or team weapons</p>	<p>1.1 Maintain safety of oneself and other relevant personnel in accordance with health and safety and workplace procedures</p> <p>1.2 Prepare weapons and ancillaries in accordance with workplace procedures</p> <p>1.3 Use weapons and ancillaries in accordance with marksmanship principles</p>
<p>2 Maintain small arms and /or team weapons</p>	<p>2.1 Clean small arms and/or weapons for operational effectiveness in manufacturer's guidelines</p> <p>2.2 Store all weapons, ancillaries and ammunition in accordance with manufacture's guidelines and workplace procedures</p>

**RANGE STATEMENT**

Workplace procedures include:

- current legislation
- standing orders
- standard operating procedures

Relevant persons include:

- senior officers
- members of the public
- co workers

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the legal requirements relating to the use of weapons and ammunition
2. what is the purpose and characteristics of the weapon
3. how to maintain weapons and ancillaries
4. how to fit and use ancillaries

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- operate small arms and/or team weapons
- store all weapons, ancillaries and ammunition
- clean small arms and/or weapons for operational

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

**PB00018: Control Security Risk Situations Using Firearms**

**Unit Descriptor:**

This unit of competency specifies the outcomes required to determine when to use a firearm to respond to a life threatening situation. It requires the ability to analyse risk factors and intentions of persons and to maintain and store firearms and ammunition in accordance with legislative requirements. This unit may form part of the licensing and legal requirements for the use of firearms by persons working in the security industry where these are regulated activities

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Candidates must be able to:	
1 Maintain firearm safety	<ul style="list-style-type: none"> <li>1.1 Identify and comply with applicable provisions of legislative and organisational requirements relevant to the use of firearms</li> <li>1.2 Secure, protect carriage of firearm and access according to organisational approved procedures</li> <li>1.3 Obtain firearm ammunition appropriate to firearm type and according to manufacturer's instructions</li> <li>1.4 Select and use protective equipment according to Occupational Safety and Health (OSH) guidelines</li> <li>1.5 Conduct pre-operational checks of firearm to ensure safe and continuing operation of firearm</li> <li>1.6 Complete checks and procedures for the handling, transfer and loading or unloading of firearm according to manufacturer's instructions with due regard to the safety of self and others</li> </ul>
2. Draw firearm	<ul style="list-style-type: none"> <li>2.1 Assess and evaluate the need and opportunity to present firearm against identified risk factors and alternative response options</li> <li>2.2 Identify personal safety needs and seek assistance as required from relevant persons</li> <li>2.3 Maintain communication with subject that reflects sensitivity to individual's social and cultural differences</li> <li>2.4 Use interpersonal techniques to ensure instructions are clear, justified and in accordance with legislative requirements</li> </ul>

- 2.5 Draw firearm in a positive and controlled manner according to organisational procedures
- 3. Discharge firearm
  - 3.1 Maintain personal positioning and stance to ensure handling and grip is secure to maintain control of firearm
  - 3.2 Monitor and assess threat continuously to evaluate response options
  - 3.3 Apply fluid tactical positioning during incident and which uses available cover and protection
  - 3.4 Determine the discharge of firearm is the only reasonable option to remove the threat in identified life-threatening situations
  - 3.5 Discharge firearm according to regulatory or licensing requirements relating to accuracy and course of fire
- 4 Evaluate firearm use
  - 4.1 Review and evaluate presentation and discharge of firearm against circumstances of the incident
  - 4.2 Complete the required documentation according to the organisation's policies and procedures
  - 4.3 Provide incident observations constructively according to the organisation's policies and procedures
  - 4.4 Review findings, identify areas for improvement and provide recommendations for amendment of response procedures for future practice
  - 4.5 Inspect firearm, identify and report faults according to organisational approved procedures
  - 4.6 Complete and maintain relevant documentation securely with due regard to confidentiality and according to legislative requirements
  - 4.7 Recognise and manage effects of stress and other issues related to personal well-being using appropriate stress management techniques

## RANGE STATEMENT

### Legislative requirements include:

- apprehension and powers of arrest
- Acts and legislation relating firearms
- counter-terrorism
- crowd control and control of persons under the influence of intoxicating substances
- force continuum, use of force guidelines
- general 'duty of care' responsibilities
- inspection of people and property, and search and seizure of goods
- licensing or certification requirements
- privacy and confidentiality
- relevant legislation, codes and national standards for:
  - anti-discrimination
  - cultural and ethnic diversity
  - environmental issues
  - equal employment opportunity
  - industrial relations
- OSH requirements
- relevant industry codes of practice
- trespass and the removal of persons

### Firearm includes:

- revolver
- semi-automatic pistol
- shotgun

### Pre-operational checks include:

- checking log books and maintenance schedule
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement
- observing and monitoring for correct operation
- visual checks for wear and tear

### Assessment includes:

- access to weapons
- available resources and team backup

### Organisational requirements include:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OSH policies, procedures and programs
- Personal role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information

### Protective equipment includes:

- body armour
- bullet proof vest
- fire proof clothing
- gloves
- head protection
- hearing protection
- masks
- protective shields
- safety glasses
- slash proof gloves

### Personal safety includes:

- access to emergency services
- access to specific security equipment
- additional training
- appropriate vehicle

- 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
- potential and triggers for escalation or defusing
- range of response options available
- safety of self and others

Social and cultural differences include:

- dress and personal presentation
- food
- language
- religion
- social conventions
- traditional practices
- values and beliefs

Tactical positioning includes:

- ability to move between cover
- access to cover or concealment
- capacity to reload or unload with speed loaders or magazines
- capacity to withdraw
- safety of self and others
- stances (eg standing, kneeling, prone)

Common faults include:

- mechanical failure
- misfiring
- misuse
- non-inspection of firearm prior to loading

Stress management techniques 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

- clarification of own responsibility and competence
- maintaining regular communication
- personal protective equipment
- provision of back-up support
- working in a team

Relevant persons include:

- colleagues
- emergency services personnel
- medical personnel
- specialist teams
- supervisor

Interpersonal techniques include:

- active listening
- being non-judgmental
- being respectful and non-discriminatory
- control of tone of voice and body language
- cultural awareness and sensitivity in use of language and communication
- demonstrating flexibility and willingness to negotiate
- effective verbal and non-verbal communication
- maintaining professionalism
- providing and receiving constructive feedback
- providing sufficient time for questions and responses
- reflection, summarising and paraphrasing
- two-way interaction
- use of plain English
- use of positive, confident and cooperative language

Documentation includes:

- activity logs
- incident reports
- request for assistance forms
- vehicle and personnel movements
- written and electronic reports

Effects of stress include:

- frustration
- inability to concentrate
- increasing aggression
- over-talking
- tiredness
- uncoordinated movements

## **UNDERPINNING KNOWLEDGE & SKILLS**

Candidates must know:

1. how to apply first aid
2. how to apply problem solving strategies
3. how to calculate and estimate support requirements
4. how to communicate and negotiate using clear and concise language
5. how to communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
6. how to determine response appropriate to incident situation
7. how to identify and comply with applicable legal and procedural requirements including 'use of force' guidelines
8. how to identify risk factors and assess degree of risk
9. how to interpret and follow instructions and procedures
10. how to maintain a firearm in a serviceable condition
11. how to minimise threat to self and to others by use of appropriate force options
12. how to observe and accurately record and report information
13. how to operate security and communications equipment
14. how to participate in review and debrief procedures
15. how to record, report and process information
16. how to review response strategies and make adjustments according to changing circumstances
17. how to use communication techniques to reduce the level of risk or conflict
18. how to use negotiation techniques to defuse and resolve conflict
19. what are the applicable legislative and other legal provisions including provisions governing the use of force and the duty of care under criminal and civil law
20. what are the applicable licensing requirements for the use of firearms
21. what are communication techniques, codes and signals
22. what is the correct use of equipment including personal protective equipment
23. what are the documentation, reporting and reviewing and debriefing processes
24. what are the emergency and evacuation procedures and instructions
25. what are empty hand techniques for firearms retention
26. what are firearm safety procedures including maintenance and storage procedures
27. what are first aid procedures
28. what is incident management and methods of restraint
29. what are the legal provisions relating to powers of arrest and 'use of force' guidelines
30. what are negotiation techniques for managing conflict
31. what are observation and monitoring techniques

32. what are organisational policies and procedures related to the use of firearms and incident management
33. what are powers and procedures for effecting an arrest
34. what are the principles of effective communication including interpersonal techniques
35. what are problem-solving methods and techniques
36. what are security incidents and appropriate responses

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- apply correct procedures for selecting, fitting, using and maintaining protective equipment including body armour
- use safe handling skills for use and maintenance of firearms
- use effective empty hand techniques for firearms retention
- identify current and potential risk factors and their impact on the security risk situation
- maintain firearms licensing requirements
- provide warnings and clear directions to subject using communication which engages minority groups
- maintain consistent accuracy when discharging firearm and reacting in a timely manner in the application and termination of force
- evaluate and select response options within specified legal and strategic limits

### (2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

**PB00006:**

**Produce Documents**

**Unit Descriptor:**

This unit defines the national standard of occupational competence for producing documents such as reports or general correspondence relevant to the individual's role in Security. This is an essential aspect of all roles in the security sector and is appropriate to people working at all levels. It defines the skills required to confirm the purpose, content, style, quality standards and deadlines for the document to be produced. It defines the knowledge and understanding of the different types of documents that are to be produced and the document styles that should be used.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Prepare to produce documents	1.1	Confirm the purpose, content, style, quality standards and deadlines for the document according to company guidelines
		1.2	Prepare the resources needed to produce the document
2	Produce documents	2.1	Organise the content needed for the document
		2.2	Use available technology to produce the document according to the organisation's approved requirements
		2.3	Produce the document according to the organisation's approved style
		2.4	Integrate non-text objects in the agreed layout of the document
		2.5	Check document for accuracy and edit and make corrections as necessary
		2.6	Seek clarification on the preparation of the document when necessary from organisation's approved personnel
		2.7	Store the document safely and securely in an approved location
		2.8	Present the document in the required format within agreed deadlines and quality standards
		2.9	Adhere to legal requirements, relevance and use of the documents as evidence

## **RANGE STATEMENT**

Documents include:

- logbook
- reports
- pocket book
- general correspondence

## **UNDERPINNING KNOWLEDGE & SKILLS**

Candidates must know:

1. why it is important to produce high quality documents
2. what are the different types of documents to be produced and the document styles needed
3. what are the different formats in which the text may be presented
4. why it is important to confirm the purpose, content, style, quality standards and deadlines for the document
5. what are the different types of technology available for inputting, formatting and editing text and main features
6. what are the types of resources needed to produce high quality documents
7. how to organize the content needed for the document
8. how to integrate and lay out text and non-text
9. how to check for accuracy and correctness – including spelling and grammar – and why this is important
10. how to store the document safely
11. why it is important to store the document safely and securely
12. what is the importance of confidentiality and data protection
13. why it is important to meet quality standards and deadlines

## **EVIDENCE GUIDE**

### **(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- prepare resources to produce documents
- organize content of the document
- produce and store the document
- produce documents which are to be used as evidence in the agreed style and format

**(2) Method of Assessment**

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

**(3) Context of Assessment**

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

**PB00047: Use the Force Continuum Process**

Unit Descriptor:

This unit deals with the skills and knowledge required for law enforcement personnel when dealing with non cooperative subjects.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Maintain a passive on site presence	1.1	Observe visible signs of authority that may change an individual's behaviour
		1.2	Observe subjects' behaviour and related circumstances to obtain additional information for ongoing assessment of the situation
2	Use verbal commands	2.1	Give directions/command to a subject in order to gain control and/or resolve a situation
		2.2	Use effective and non threatening communication to maintain law and order and to preserve the peace
3	Use physical control	3.1	Use low level compliance procedures to minimise potential injuries without the use of weapons or equipments
		3.2	Use physical force to subdue a subject with a moderate risk of injury
4	Use intermediate weapons	4.1	Select weapons to provide a variety of options in the progressive application of force
		4.2	Select weapons that with its correct applications will not cause substantial risk of serious injury or death
5	Use deadly force	5.1	Recognise elements of a deadly force confrontation
		5.2	Use the appropriate amount of force necessary to compel compliance

## RANGE STATEMENT

Visible signs include:

- uniforms
- marked police vehicles

Elements of deadly force confrontation includes:

- ability
- opportunity
- manifested intent
- jeopardy

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is the stages of the force continuum
2. what are the four components of the deadly force diamond
3. what are the factors that affects decision making in a confrontation
4. what is time distortion and tunnel vision

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence:

Evidence should include a demonstrated ability to:

- maintain a passive on site presence
- use verbal commands
- use physical control and intermediate weapons
- apply appropriate hard empty hand control techniques

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, written questioning, examination of portfolio and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where the assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

**PB00019: Control Persons Using Empty Hand Techniques**

**Unit Descriptor:**

This unit of competency specifies the outcomes required to select and apply appropriate empty hand techniques. It requires the ability to use force in circumstances where there is a risk to safety of self and others. Competency also requires knowledge of the procedures for conducting an arrest. This unit may form part of the licensing and legal requirements for the use of empty hand techniques and tactical force procedures by persons working in the security industry

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Candidates must be able to:	
1 Identify the need to use empty hand techniques	<ul style="list-style-type: none"> <li>1.1 Identify and comply with applicable provisions of legislative and organisational requirements according to personal role, competence and authority</li> <li>1.2 Observe movements and actions of subject continuously to anticipate movement and aggressive actions</li> <li>1.3 Use stance and distance from subject to maximise range of defensive options and tactical advantages in physical contact</li> <li>1.4 Assess alternative response options for viability and identify and incorporate withdrawal options into defensive options</li> <li>1.5 Identify and maintain personal safety needs and seek assistance as required from relevant persons</li> <li>1.6 Maintain communication with subject using organisational approved communication procedures and interpersonal techniques</li> </ul>
2 Apply defensive techniques	<ul style="list-style-type: none"> <li>2.1 Apply empty hand techniques according to the use of force guidelines</li> <li>2.2 Secure, firm and apply grip on subject using level of force proportionate to the context of the threat</li> <li>2.3 Apply holds quickly to appropriate areas of the body using organisational approved defensive techniques</li> <li>2.4 Anticipate strikes and blows from subject and adopt, parry or block positioning using organisational approved defensive techniques</li> <li>2.5 Limit contact with subject to the minimum necessary to remove immediate threat and discontinue at cessation of</li> </ul>

- threat
- 3. Isolate subject
    - 3.1 Remove weapons and potentially dangerous items from subject and locate a safe distance from incident area to prevent harm to self and others
    - 3.2 Identify situations requiring assistance and seek assistance from relevant persons according to organisational approved procedures
    - 3.3 Maintain subject at a safe distance from members of the public and identify and minimise opportunities for escape
    - 3.4 Conduct restraint of subject according to established tactical force procedures
    - 3.5 Escort subject from incident scene to a secure location according to organisational approved procedures
  - 4 Evaluate response
    - 4.1 Review and evaluate effectiveness of response against circumstances of the incident
    - 4.2 Provide incident observations accurately and constructively according to organisational approved procedures
    - 4.3 Identify areas for improvement through review findings and provide recommendations for amendment of response procedures for future practice
    - 4.4 Complete and maintain relevant documentation securely with due regard to confidentiality according to organisational approved procedures
    - 4.5 Recognise and manage effects of stress and other issues related to personal well-being using appropriate stress management techniques

## RANGE STATEMENT

### Legislative requirements include:

- apprehension and powers of arrest
- applicable standards and quality assurance requirements
- counter-terrorism
- crowd control and control of persons under the influence of intoxicating substances
- force continuum, use of force guidelines
- general 'duty of care' responsibilities
- inspection of people and property, and search and seizure of goods
- licensing or certification requirements
- privacy and confidentiality
- relevant legislation, codes and national standards for:
  - anti-discrimination
  - cultural and ethnic diversity
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - Occupational Safety and Health (OSH)
  - relevant industry codes of practice
  - trespass and the removal of persons

### Personal safety includes:

- access to emergency services
- access to specific security equipment
- additional training
- appropriate vehicle
- clarification of own responsibility and competence
- maintaining regular communication
- personal protective equipment
- provision of back-up support
- working in a team

### Interpersonal techniques include:

- 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

### Organizational requirements include:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OSH policies, procedures and programs
- personal role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information

### Response options include:

- arrest of person
- cultural support
- defusing the situation
- request for assistance
- restraint of person
- sending alarms
- separation or isolation
- tactical withdrawal
- use of empty hand techniques
- use of negotiation techniques
- use of specialists or experts

### Empty hand techniques include:

- avoidance techniques
- blocking techniques
- body positioning
- body safety
- impact techniques
- locking and holding techniques
- take down techniques

- negotiate
  - effective verbal and non-verbal communication
  - maintaining professionalism
  - providing sufficient time for questions and responses
  - reflection and summarising
  - two-way interaction
  - use of positive, confident and cooperative language
- Relevant persons include:
- colleagues
  - emergency services personnel
  - medical personnel
  - specialist teams
  - supervisor

Documentation includes:

- activity logs
- incident reports
- request for assistance forms
- vehicle and personnel movements
- written and electronic reports

Effects of stress include:

- frustration
- inability to concentrate
- increasing aggression
- over-talking
- tiredness
- uncoordinated movements

Stress management techniques 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

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to communicate and negotiate using clear and concise language
2. how to communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
3. how to determine response appropriate to incident situation
4. how to identify and comply with applicable legal and procedural requirements including 'use of force' guidelines
5. how to identify risk factors and assess degree of risk
6. how to implement empty hand techniques without intentionally harming subject
7. how to interpret and follow instructions and procedures
8. how to minimise threat to self and to others by use of appropriate force options
9. how to operate security and communications equipment
10. how to participate in review and debrief procedures
11. how to record, report and process information
12. how to use negotiation techniques to defuse and resolve conflict
13. what are the communication techniques, codes and signals
14. what is correct use of equipment including personal protective equipment
15. what are documentation, reporting and reviewing or debriefing processes
16. what are emergency and evacuation procedures and instructions
17. what are empty hand techniques
18. what are first aid procedures and their application

19. what are incident management and methods of restraint
20. what are legal provisions relating to powers of arrest and 'use of force' guidelines
21. what are negotiation techniques for managing conflict
22. what are observation and monitoring techniques
23. what are powers and procedures for effecting an arrest
24. what are principles of effective communication including interpersonal techniques
25. what are problem-solving methods and techniques
26. what are security incidents and appropriate responses

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- apply appropriate use of force according to the nature of the threat without harm to the subject
- apply empty hand techniques that avoid vital areas of the body
- identify current and potential risk factors which might impact on the safety and security of self and others and implement appropriate response measures
- use effective communication techniques to provide warnings and clear directions to subject
- conduct basic negotiation to defuse conflict in a manner which engages minority groups
- react in a timely manner to the application and termination of force
- select response options within specified legal and strategic limits

### (2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

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