



# Level 3

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

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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 Force) 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:

- use the force continuum process
- conduct threat assessment
- control persons using empty hand techniques

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 Force 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

### PBSS3007 NVQ Level 3 – Policing and Law Enforcement (Use of Force)

Unit Code	Unit Title	Mandatory/ Elective
PB00047	Use the Force Continuum Process	Mandatory
PB00048	Conduct Threat Assessment	Mandatory
PB00019	Control Persons Using Empty Hand Techniques	Mandatory
PB00043	Examine and Test Firearms	Elective
PB00044	Use Firearms	Elective

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

**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 a subject's behaviour
		1.2	Observe subject's 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 moderate risk of injury in accordance with workplace procedures
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 in accordance with workplace procedures
		5.2	Use the appropriate amount of force necessary to compel compliance in accordance with workplace procedures

## RANGE STATEMENT

Visible signs include:

- uniforms
- marked police vehicles

Elements of deadly force confrontation includes:

- ability
- opportunity
- manifested intent
- jeopardy

Workplace procedures include:

- standard operating procedures
- departmental orders
- current legislation
- standing orders

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are 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.

**PB00048: Conduct Threat Assessment**

Unit Descriptor:

This unit deals with the skills and knowledge required by an officer to conduct an assessment of the existing circumstances. A threat assessment ultimately forms the basis on which the proportionality of the police response will be judged.

**ELEMENTS**

**PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |                                   |     |   |
|---|-----------------------------------|-----|---|
| 1 | Analyse the situation             | 1.1 | Conduct a preliminary assessment of the situation and identify any immediate health hazards and/or breach of safety regulations in accordance with workplace procedures |
|   |                                   | 1.2 | Conduct an assessment on the existing environmental conditions in accordance with workplace procedures  |
|   |                                   | 1.3 | Assess the subject's behaviour, to assess the level of threat present   |
|   |                                   | 1.4 | Assess the number of suspects against the number of officers.   |
| 2 | Select tactical option            | 2.1 | Identify options that will locate, and contain the subject and take appropriate action to neutralise the threat posed   |
|   |                                   | 2.2 | Choose options that will minimise the risk of harm in accordance with workplace procedures  |
|   |                                   | 2.3 | Develop appropriate response to the threat in accordance with workplace procedures  |
| 3 | Apply a conflict management model | 3.1 | Re-assess the situation on the basis of the most up to date information.  |
|   |                                   | 3.2 | Use the conflict management model in order to select the most appropriate response.   |

## RANGE STATEMENT

Analysis of the situation includes:

- the environmental factors
- weather conditions
- visibility (daylight or darkness)
- location (residential, indoor, outdoors, crowded)
- other factors such as access to cover and concealment of weapon
- the close proximity to weapons

Conflict management model includes:

- information and intelligence received
- threat assessment
- powers and policies
- tactical options
- actions

Number of subjects include:

- one subject facing one officer
- one subject facing one or more officer
- multiple subjects facing one officer
- multiple subjects facing multiple officers

Subjects behaviour include:

- under the influence of drugs or alcohol
- strong, physically well built and skilled in self-defence or other such arts
- in an emotional state
- known or perceived abilities

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what factors that should be considered when making a threat assessment
2. what are some of the environmental factors which may impact on an officer's assessment of a situation
3. what is meant by powers and policies in the conflict management model
4. what is meant by threat assessment
5. what are the elements of the conflict management model

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence:

Evidence should include a demonstrated ability to:

- conduct the threat assessment
- apply the conflict management model
- use appropriate tactical options

**(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:	
<p>1 Identify the need to use empty hand techniques</p>	<p>1.1 Identify and comply with applicable provisions of legislative and organisational requirements according to personal role, competence and authority</p> <p>1.2 Observe movements and actions of subject continuously to anticipate movement and aggressive actions</p> <p>1.3 Use stance and distance from subject to maximise range of defensive options and tactical advantages in physical contact</p> <p>1.4 Assess alternative response options for viability and identify and incorporate withdrawal options into defensive options</p> <p>1.5 Identify and maintain personal safety needs and seek assistance as required from relevant persons</p> <p>1.6 Maintain communication with subject using organisational approved communication procedures and interpersonal techniques</p>
<p>2 Apply defensive techniques</p>	<p>2.1 Apply empty hand techniques according to the use of force guidelines</p> <p>2.2 Secure, firm and apply grip on subject using level of force proportionate to the context of the threat</p> <p>2.3 Apply holds quickly to appropriate areas of the body using organisational approved defensive techniques</p> <p>2.4 Anticipate strikes and blows from subject and adopt, parry or block positioning using organisational approved defensive techniques</p> <p>2.5 Limit contact with subject to the minimum necessary to remove immediate threat and discontinue at cessation of</p>

- 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

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

**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

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.

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
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