



Control and Restraint/Defensive Tactics course.

This two day course covers the unit standards:

21737 – Manage violence and personal safety as a security officer

21738 – Demonstrate lawful use of force in a security setting

Unit standard 21737 – Manage violence and personal safety as a security officer

This unit standard is for security officers who are required to respond to the threat of violence or the use of violence against themselves and others during the course of their duties. People credited with this unit standard are able to:

- Describe the risk of violence
- Assess risk to personal safety
- Respond to violence and minimise the risk to personal safety in a non-violent manner
- Manage activities immediately following violence
- Describe personal recovery strategies and procedures following violence
- Identify risks to personal safety in terms of causes, potential threats, and seriousness
- Assess risks to personal safety in terms of the likelihood of their occurrence and the possible consequences
- Identify strategies to eliminate, minimise, or isolate risks to personal safety and select best practice option
- Employ communication techniques to reduce risk

The skills learned in this course provide security officers to work in critical situations including:

- Common causes of violence
- Situations and activities that present specific risks to personal safety
- Understanding the behaviour and appearance of persons presenting possible risks of violence
- Possible reactions of others in the vicinity of violent situations
- Factors that influence risk to personal safety

Unit Standard 21738 – Demonstrate lawful use of force in a security context

This unit standard is for those who security officers who may have to use force in the course of their duties. It covers the law and physical aspects related to the use of force. People credited with this unit standard are able to:

- Explain the legal powers of a security officer in relation to the use of force and explain their application in a security context
- Demonstrate communication techniques used in critical situations
- Demonstrate knowledge and the use of physical techniques for security officers in critical situations.

The skills learned in this course allow security officers to work safely in critical situations including:

- Situations in which there is violence, risk of violence, or violence is threatened
- Situations in which force is used by security officers in accordance with the law for the purpose of ensuring compliance

The course covers:

- Circumstances in which the use of force may be justified in law
- Constraints on the use of force in a security context
- Powers of arrest, detention, removal, restraint, and search in a security context, with reference to the use of force
- The application of law relating to the use of force, self-defence, arrest, removal, detention, restraint, and search in a security context
- Constraints on the use of force, arrest, detention, removal, restraint, and search in relation to children and young persons
- Communication techniques used in critical situations
- Communication techniques used to ensure compliance in critical situations
- Communication techniques used to gain support and assistance in critical situations relevant to the situation
- Knowledge and the use of physical techniques for security officers in critical situations