



## **CONTROL AND RESTRAINT**

There are times when using de-escalation and conflict management techniques just aren't working and Security Officers find themselves in the position of needing to use physical techniques to manage the situation. Knowing what they can and can't do under the law is vital, as is ensuring that any use of force is accepted practice, controlled and the minimum amount required for the situation. Learning how to safely control and restrain a person provides another option that can be used in extremely dangerous situations.

The C4 Control and Restraint course is delivered by instructors who are leaders in the NZ field of Control and Restraint. They have used and taught these techniques nationally and internationally to Police, military, United Nations security forces, cabin crew, emergency services, frontline government staff and the security industry (in particular the hospitality industry) for over 25 years.

## About our course.

Our courses are specifically designed for Security Officers, bar staff and others working in situations where there is a possibility of conflict, disruptive behaviour, or violence. It also covers the requirements where the lawful removal of disruptive or intoxicated persons may be required.

The training delivered reinforces the principles that:

- It is always preferable to talk a disruptive or violent subject out of the situation
- Any force used should be the minimum necessary to achieve the objective, and the force used should be reasonable under the circumstances
- When force is necessary, only sufficient force may be used to effect the lawful purpose
- Techniques that minimise harm to both the security staff and unruly subject must be used always
- Any excess of force makes the security staff liable to civil or criminal proceedings
- The use of excess force may be detrimental to individual or company contractual relationships and could burden licensing requirements and breach Health and Safety legislation for any licenced establishments



## Programme details

- Introduction to violence in the workplace
- Conflict management review
- Defusing and de-escalation
- Restraint avoidance
- Basic breakaway techniques
- Criminal Law and arrest/restraint
- Health & Safety legislation
- Human Rights legislation
- Communication skills (Non-violent crisis intervention)
- Positional asphyxia risks
- Non-pain compliant methods
- Teamwork 2, 3 or 4 man teams
- Restraint techniques
- Escorting subjects
- Taking clients through door ways
- Pain compliance methods of control
- Controlled take down
- Incident Reporting and de-briefing

All courses meet both NZQA and international best practice standards and those attending the two (2) day course are awarded the unit standards 21737 (Manage violence and personal safety as a security officer) and 21738 (Demonstrate lawful use of force in a security context) or their replacements.

**Delivery:** Two days in class

**Price:** \$500 (incl GST) per person

Private courses are available. Minimum numbers apply – maximum 12

**Price:** \$1800 (incl GST)

For any further information or for bookings please contact us on [admin@c4group.co.nz](mailto:admin@c4group.co.nz) or call us on 09 6367339

