

40730**Employ tactical decision-making skills to resolve safety and security situations in a prison environment**

Kaupae Level	3
Whiwhinga Credit	5
Whāinga Purpose	<p>This skill standard is for a person working as a Corrections Officer in a prison environment.</p> <p>People credited with this skill standard will be able to, in relation to a prison environment: explore tactical options to deal with a safety or security situation, employ de-escalation techniques, and apply AWOCA techniques to instruct a prisoner.</p> <p>This skill standard aligns with the New Zealand Certificate in Prisoner Management (Level 3) [Ref: 2658].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Explore tactical options to deal with a safety or security situation in a prison environment.	a. Summarise factors that must be considered when making tactical decisions in a prison environment.
	b. Outline a range of tactical options available to resolve a safety or security situation in a prison environment.
	c. Identify tactical options to resolve a safety or security situation in a prison environment.
	d. Demonstrate tactical options to resolve a safety or security situation in a prison environment.
2. Apply de-escalation techniques in a prison environment.	a. Demonstrate safe body position with a prisoner in a de-escalation situation.
	b. Apply appropriate communication techniques to de-escalate a situation with a prisoner.
3. Apply AWOCA techniques to instruct a prisoner.	a. Summarise use of the AWOCA technique.
	b. Apply the AWOCA technique to instruct prisoners.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria*Assessment specifications:*

- Assessment against this standard may take place in a simulated environment.
- De-escalation training and assessment should concentrate on organisational best practice approaches. A candidate is not required to demonstrate a successful de-escalation outcome with a prisoner where these approaches have been used and observed.
- AWOCA is the acronym used to describe the tactical communication technique used by Corrections staff for instructing prisoners. It involves:
 - ASKING or telling a prisoner what to do
 - explaining WHY it is necessary for the prisoner to comply
 - giving the prisoner OPTIONS
 - CONFIRMING that the prisoner understands
 - ACTING by taking action.

Each step in the AWOCA process is distinct and no step is used without the prior step having been conducted.

Evidence provided for assessment against this skill standard must:

- be gathered in a prison environment.
- be gathered in accordance with organisational policies and procedures.
- be gathered within the boundaries of the corrections officer role.

Definition:

- A *prison environment* refers to a setting that replicates the conditions, structure, and dynamics of a correctional facility. This includes actual prisons, and any time prisoners are managed outside of the confines of a prison.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Options to deal with different safety and or security situations.
- Considerations prior to deciding on a tactical option.
- Prisoner behaviour: different types, intensity of the behaviour, situational and environmental, factors that influence tactical option decisions.
- Safety factors: assessment of own and others safety.
- Techniques to de-escalate a prisoner.
- Clear and unambiguous instruction.
- Assessing risk to safety during de-escalation.
- Safe body language.
- AWOCA techniques.

Rauemi | Resources

- Department of Corrections. (n.d.). *Policy and legislation*. New Zealand Department of Corrections. Available at https://www.corrections.govt.nz/resources/policy_and_legislation.
- Department of Corrections. (n.d.). *Prison Operations Manual*. New Zealand Department of Corrections. Available at https://www.corrections.govt.nz/resources/policy_and_legislation/Prison-Operations-Manual.
- New Zealand Legislation. (2004). *Corrections Act 2004* (No. 50). New Zealand Government. Available at <https://www.legislation.govt.nz/act/public/2004/0050/latest/DLM294849.html>.
- New Zealand Legislation. (2005). *Corrections (Rehabilitation of Offenders) Regulations 2005* (SR 2005/53). New Zealand Government. Available at <https://www.legislation.govt.nz/regulation/public/2005/0053/latest/DLM315417.html>.
- New Zealand Legislation. (2015). *Health and Safety at Work Act 2015* (No. 70). New Zealand Government. Available at <https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>.
- Young, A. (n.d.). *Prison policy, prison regime, and prisoners' rights in New Zealand*. Human Rights Commission. Available at https://hrc-nz-resources.s3.ap-southeast-2.amazonaws.com/files/6414/2550/8365/Young_year_-_Prison_policy_prison_regime_and_prisoners_rights_in_NZ.pdf.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Law and Security > Offender Management > Prisoner Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0121

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	26 June 2025	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 27289.		
Rā arotake Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.