

Deal with disorderly and aggressive behaviour

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**Overview**

This NOS is aimed at security and loss prevention service providers and sets out the skills, knowledge and understanding for you to deal with disorderly and aggressive behaviour.

This NOS covers the following activities:

1. Deter adverse behaviour through visible security presence
2. Deal with adverse behaviour

## Deal with disorderly and aggressive behaviour

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### Performance criteria

You must be able to:

#### **Deter adverse behaviour through visible security presence**

1. provide a visible presence in designated areas that deters adverse behaviour
2. meet the required company and customer standards for appearance and behaviour
3. monitor indications to promptly recognise adverse behaviour
4. discourage adverse behaviour before it escalates, using your professional judgement and skills to diffuse situations
5. keep relevant authorities informed at all times
6. complete the required records, accurately, legibly and within required timescales

#### **Deal with adverse behaviour**

7. maintain the health, safety and welfare of yourself and others whilst taking appropriate action to prevent risks to security or safety
8. respond promptly to adverse behaviour in a polite, professional and calming manner
9. use non-threatening language and gestures to diffuse potential aggressive or abusive behaviour
10. politely encourage people involved to refrain from using or continuing to use adverse behaviour
11. where necessary and practicable, segregate individuals concerned to minimise the effect on others
12. summon immediate help from other people when you need it, particularly if situations escalate
13. take appropriate, prompt and permitted action to prevent further adverse behaviour, in line with legal constraints and your instructions
14. report details of adverse behaviour in line with your organisation's procedures, instructions and guidelines
15. record the details of situations where you have had to deal with adverse behaviour, in line with legal requirements and within required timescales
16. complete the required records, accurately, legibly and within required timescales

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## Knowledge and understanding

You need to know and understand:

### Legal and organisational requirements

- 1.current relevant legislation, regulations, codes of practice and guidelines relating to:
  - 1.1 disorderly and aggressive behaviour
  - 1.2 dealing with adverse behaviour and how it affects you in your work
- 2.your organisation's procedures, instructions and guidelines for dealing with adverse behaviour, and what actions you are permitted to take

### Deter adverse behaviour through visible security presence

- 3.your instructions for discouraging and dealing with adverse behaviour
- 4.how to maintain a visible security presence without encouraging adverse behaviour
- 5.how to recognise when behaviour begins to become unacceptable and how to deal with these situations promptly and effectively
- 6.how to recognise criminal activity (eg drug handling)
- 7.the layout and geography of the locations where you provide security services
- 8.your organisation's standards of dress and behaviour

### Deal with adverse behaviour

- 9.how to recognise and diffuse aggressive or abusive behaviour, through using both verbal and non-verbal language
- 10.when and how to use only reasonable force effectively when you need to
- 11.who you should call for help when you need it and how to contact them
- 12.what details you should record relating to dealing with adverse behaviour
- 13.the various techniques and methods used for escorting people

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**Scope/range related  
to performance  
criteria**

**1. adverse behaviour:**

- 1.1 anti-social
- 1.2 criminal

**2. indications** of adverse behaviour that are:

- 2.1 visible
- 2.2 audible

**3. relevant authorities:**

- 3.1 site management
- 3.2 police
- 3.3 radio network

**4. help** from:

- 4.1 your colleagues
- 4.2 police
- 4.3 other authorities

**5. action** that you could take:

- 5.1 verbal warning
- 5.2 lawful removal from the premises
- 5.3 apprehend the person involved

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

**Unit assessed as being complete**

<b>Candidate's Name:</b>	
<b>Candidate's Signature:</b>	
<b>Date submitted to assessor as complete:</b>	

<b>Assessor's Name:</b>	
<b>Assessor's Signature:</b>	
<b>Date assessed as complete:</b>	

**Internal Verification —**

to be completed in accordance with centre's IV strategy

<b>Evidence for this Unit was sampled on the following date/s:</b>	<b>IV's Signature</b>	<b>IV's Name</b>

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

<b>Date of admin check</b>	<b>IV's Signature</b>	<b>IV's Name</b>

**Unit completion confirmed**

<b>IV's Name:</b>	
<b>IV's Signature:</b>	
<b>Date complete:</b>	