

3B Apply decision-making and de-escalation techniques 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 standard aligns with the outcomes of 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. Describe own decision-making processes when considering 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. Employ 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.
c. Apply AWOCA techniques to instruct a prisoner.	a. Define the AWOCA acronym and summarise application of the technique in a prison environment.

	b. Apply the AWOCA technique to instruct prisoners.
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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 best practice guidelines. A candidate is not required to demonstrate a successful de-escalation outcome with a prisoner where best practice guidelines have been used and observed.
- AWOCA techniques must be assessed in the distinct, correct order suggested by the acronym.

Definitions:

- 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: physical surroundings, other prisoners in vicinity, safe positioning of self and other officers, self-awareness, other risk factors when deciding on a tactical option to use.
- Techniques to de-escalate a prisoner: active listening, use of open questions, reflecting what has been said, use of tone, reflecting emotion, paraphrasing, acknowledge reason for behaviour, pausing, nodding, facial expressions, and gestures.
- Clear and unambiguous instruction.
- Assessing risk to safety during de-escalation.
- Safe body language: distance to communicate, open hand, visual contact, open hand gestures.
- AWOCA techniques.

Rauemi | Resources

Legislation relevant to this skill standard may include but is not limited to:

- 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

And any other subsequent amendments or replacements.

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 SSB Code: 6048
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Society and Culture>Justice and Law Enforcement>Justice and Law Enforcement not elsewhere classified.
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	121 (subject to revision) www.nzqa.govt.nz/framework/search/results.do

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	1 December 2025	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	30 December 2029		

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.