

ASTPKC20

Recognise and respond to confrontational situations



Overview

This unit defines the national standard of occupational competence for dealing with confrontation that can arise from parking control operations. This unit therefore sets the standard for you to: -

1. Recognise potentially confrontational situations (Element PKC 20.1)
2. Respond to confrontational situations (Element PKC 20.2)

You should be able to recognise the situations where confrontation could arise. This means knowing the sources of grievance that could lead to confrontation and being able to use language and a manner that does not make the situation worse. You should be able to advise the people involved of the options for resolving the situation, as well as record and report details of the situation.

When you have to deal with confrontation, you should be able to respond in a calm and professional manner. You may need to contact other people for assistance, as well as take prompt action to prevent the situation escalating.

It is also important that you know and understand the current parking regulations and contraventions relevant to your job role, which you may have to explain to the people involved in confrontational situations.

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Performance criteria

Recognise potentially confrontational situations

You must be able to:

- P1 recognise and respond to situations that could become confrontational
- P2 use language and a manner that does not make situations worse
- P3 advise the people involved of the **options** that would resolve the situation
- P4 give advice and information to the people involved that is accurate and clear, making sure it is understood
- P5 report the **details** of potentially confrontational situations following instructions and in line with your organisation's policies and procedures
- P6 record the significant details of potentially confrontational situations accurately and legibly

You must be able to:

Respond to confrontational situations

- P7 respond promptly to **confrontation** in a polite, professional and calming manner
- P8 use non-threatening language and gestures to diffuse potential aggressive or abusive behaviour
- P9 encourage people involved politely to refrain from using or continuing to use adverse behaviour
- P10 get immediate **help** from other people when you need it, particularly if situations escalate
- P11 take appropriate, prompt and permitted action to prevent further adverse behaviour, in line with legal constraints and your instructions
- P12 report details of adverse behaviour to the appropriate authorities if required by your instructions
- P13 record the **details** of situations where you have had to deal with adverse behaviour, in line with legal requirements and within required timescales

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Knowledge and understanding

You need to know and understand:

Recognise potentially confrontational situations

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to responding to confrontational situations
- K2 the sources of grievance that could lead to confrontation
- K3 how to use appropriate language and manner to diffuse confrontation
- K4 typical ploys used to evade payment for parking
- K5 the options for and how to encourage payments
- K6 the current parking regulations and contraventions relevant to your job role
- K7 procedures for appealing against parking charge notices
- K8 what details you should record and report, and why

Respond to confrontational situations

You need to know and understand:

- K9 current relevant legislation, regulations, codes of practice and guidelines relating to responding to confrontational situations
- K10 your organisation's policies, procedures, instructions and guidelines for dealing with confrontation, and what actions you are permitted to take
- K11 the current law relating to dealing with confrontation and how it affects you in your work
- K12 the current parking regulations and contraventions relevant to your job role
- K13 procedures for appealing against parking charge notices
- K14 how to recognise and diffuse aggressive or abusive behaviour, through using both verbal and non- verbal communication
- K15 who you should call for help when you need it and how to contact them
- K16 what details you should record and report relating to dealing confrontational situations **Range Statement** You must be competent to deal with the following types of:-
- K17 **confrontation** involving: one person; more than one person
- K18 **help** from: your colleagues; police; other authorities
- K19 **details** that you should record and report: location; date; time; reason for and outcome of confrontation; witnesses

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Additional Information

Scope/range related to performance criteria

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1. **options** to resolve the situation: explaining methods of payment; calling appropriate authorities; giving useful information
2. **details** that you should record and report: location; date; time; reason for and outcome of

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3. **confrontation** involving: one person; more than one person
4. **help** from: your colleagues; police; other authorities
5. **details** that you should record and report: location; date; time; reason for and outcome of confrontation; witnesses

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Suite Parking Control Occupations

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