



# CLIENT INTERACTION AND DEFENSIVE TACTICS LEVEL 1 (CIDT1)



## OUR PROGRAM

This course is designed for new staff, or those who have yet to undertake any CIDT training. It emphasises non-escalation, de-escalation, and safe disengagement through proven communication and physical skills. It covers instinctive defensive movements, situational awareness, and practical operational skills for everyday interactions, enhancing safety in challenging situations.

### Modules

Our program is delivered over 3 days of face-to-face training, covering the following nationally accredited units:

- PSPGEN098 – Deal with conflict
- CSCSAS024 – Manage conflict through negotiation



### Key themes

- Mindset and communication
- Situational awareness, risk and planning
- Strategic communication skills
- Safe approaches for physical interactions
- Effective stance and positioning methods
- Defusing conflict and managing stress
- Use of force and law

### Practical training

Our program offers practical skills with hands-on exercises and realistic scenarios, empowering learners to apply and reinforce their skills in everyday operations. Exercises embody the REACT process, focusing on interpreting body language, identifying assault indicators, and strategic planning.



Respond Explain Alternatives Confirm Take Action



## OUR TRAINER



### Craig McCormack

Craig has over 20 years of extensive law enforcement and environmental compliance experience.

Craig's career has seen him conducting patrols, overseeing covert operations, and leading complex investigations. As a dedicated dealing with conflict and self-defence instructor, he excels in facilitating realistic, scenario-driven training programs, ensuring learners are prepared for diverse challenges.

## TESTIMONIALS



"Great course with a very knowledgeable and engaging trainer."



"I thought it was very interactive, informative, engaging, self-reflective, relevant and useful."



"I got a lot out of the course and appreciated the practical exercises."



"I feel more confident about facing challenging situations in the workplace - and outside the workplace."



"Craig is a great trainer, he was friendly, informative, approachable and very knowledgeable."



"Would highly recommend to any park ranger or staff member conducting field work."

## INTERESTED IN HOSTING YOUR OWN COURSE?



P: 02 6253 1556 M: 0423 131 556



E: [admin@acfec.edu.au](mailto:admin@acfec.edu.au)



W: <https://www.acfec.edu.au/>



NATIONALLY RECOGNISED  
TRAINING

ABN: 86 101 845 096  
National Registration Code: 88151