



**Australian Government**

# **Assessment Requirements for CSCSAS013 Manage conflict through negotiation**

**Release: 2**

# Assessment Requirements for CSCSA013 Manage conflict through negotiation

## Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

- Assessment Requirements revised
- Please refer to the advice in the CSC Assessment Guide.

## Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- interpreting and estimating level of conflict and degree of risk
- using effective communication and negotiation skills, especially under pressure, to calm, distract or change focus
- using observation techniques
- writing records and reports of incidents
- providing verbal warnings and clear directions and instructions
- using communication systems to request assistance if needed

## Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legal requirements and organisation's policies and procedures related to use of force, duty of care
- principles of effective communication and use of communication techniques under pressure
- negotiation techniques
- response options that are most effective for the degree and nature of risk
- stress management techniques

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training

Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>