Assessment Requirements for CSCSAS024 Manage conflict through negotiation

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 4.0

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on two separate occasions and include:

- interpreting and estimating level of conflict and degree of risk
- using appropriate and 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 in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- legal requirements and organisational policies and procedures related to use of force and duty of care
- principles of effective communication and use of communication techniques under pressure
- negotiation and conflict resolution 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