



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CSCORG201A Contribute to achieving the goals of the organisation**

**Revision Number: 2**

## **CSCORG201A Contribute to achieving the goals of the organisation**

### **Modification History**

CSCORG201A Release 2: Layout adjusted. Minor revisions to required knowledge.  
CSCORG201A Release 1: Primary release.

### **Unit Descriptor**

This unit of competency describes the outcomes required for an individual to make a positive contribution to achieving the quality of service specified in the organisation's policies and strategic plans.

### **Application of the Unit**

This unit may be significantly customised, particularly in the assessment of knowledge based on different organisational, sector and locational requirements.

The customisation of organisational policies and procedures that apply to the candidate for assessment of this unit should be based on routine work roles and responsibilities specified in employment contracts, operational procedures and internal delegations and job descriptions. This unit contains knowledge that may be assessed off the job, for example, in a structured learning process, and performance outcomes that should be assessed ideally in the workplace in routine activities and in conjunction with other units with specific functional focus.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1 Implement the organisation's policies and procedures.</b>	1.1 Ensure your work practices, behaviour and responsibilities are carried out according to the <i>organisation's policies and procedures</i> and code of conduct. 1.2 Check new procedures regularly to ensure that knowledge of changes and new requirements is maintained. 1.3 Ensure that your actions and approach are consistent with the <i>organisation's principles</i> and with your defined roles and responsibilities. 1.4 Review and assess your skills and knowledge and make use of training opportunities to develop performance. 1.5 Use workplace equipment and technology according to procedures and guidelines.
<b>2 Promote a positive image of the organisation.</b>	2.1 Maintain behaviour and presentation which represents the organisation and the service in a positive and professional manner. 2.2 Ensure that information is correct and authorised when communicating with the public and other services. 2.3 Use professional and community contacts to promote a positive image of the organisation and its services.
<b>3 Contribute to the work team.</b>	3.1 Make constructive and cooperative contributions to team activities and goals and challenge <i>unfair and discriminatory actions</i> . 3.2 Contribute to a productive and harmonious work environment. 3.3 Complete tasks and contribute to achieving team objectives through cooperation with supervisors and team members. 3.4 Resolve problems through discussion and cooperation in the work group. 3.5 Review and assess your skills and knowledge and make use of training opportunities to develop performance. 3.6 Use opportunities to develop a supportive and trusting working relationship with all people in the work environment.
<b>4 Maintain professional relationships.</b>	4.1 Maintain relationships with colleagues, offenders and the public consistent with the organisation's

**ELEMENT****PERFORMANCE CRITERIA**

philosophy, objectives and *statutory and ethical obligations*.

4.2 Demonstrate respect for differences in personal values and beliefs and recognise the value of differences in the management of relationships and in collective team activities.

4.3 Communicate in a culturally appropriate manner and in the language and style effective and relevant to people from other cultures.

4.4 Challenge *attitudes and behaviour that are unprofessional and inappropriate* in the workplace.

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

### Required skills:

- working independently and in teams to ensure that work practices, behaviour and responsibilities comply with organisational standards
- an awareness of environmental and sustainability practices
- defining own and team roles
- contributing to personal skill development
- considering initiatives and discussing problems with colleagues
- remaining calm and confident in difficult and uncertain situations
- respecting different cultures, values and beliefs while challenging inappropriate behaviour and attitudes in others.

### Required knowledge:

- an awareness of all aspects of organisation's policies, objectives, principles, philosophy, strategic plans and procedures relevant to the work role
- organisation's code of conduct
- relevant industrial award and classification
- job description and work contract
- individual and colleagues/team roles and responsibilities
- an awareness of organisation's management, performance management and accountability structure
- training, learning opportunities and career development opportunities.

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Overview of assessment

It will be necessary to assess evidence for this unit over a significant period of time and in conjunction with evidence gathered for all other units that have a component of complying with organisational goals and service objectives. This may require opportunities for candidates to demonstrate performance in a number of locations or service areas in the organisation relevant to the range of responsibilities they may be given.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit
- ability to contribute to the goals of the organisation in a range of (two or more) contexts or occasions, over time.

### Context of and specific resources for assessment

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual working as part of a coordinated team making a positive contribution to achieving the quality of services specified in the organisation's policies and procedures, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to working ethically and professionally within the organisation
- access to appropriate learning and assessment support when required.

**Method of assessment**

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- simulations conducted in training programs
- completion of performance feedback from supervisors and colleagues.

**Guidance information for assessment**

Assessment methods should reflect workplace demands and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Organisation's policies and procedures*** can include:
- policy and procedural guides, standard operating procedures and work instructions, particularly those relating to:
    - code of conduct
    - duty of care
    - employee relations
    - workplace agreements
    - workplace harassment
    - workplace diversity.
- Organisation's principles*** may include:
- honesty and integrity
  - respect for persons
  - accountability
  - confidentiality
  - security of information, resources and people
  - natural justice and procedural fairness.
- Types of ***unfair and discriminatory actions*** include:
- preferential treatment
  - hindering behaviour
  - compromising behaviour, including sexual harassment
  - bullying
  - lack of confidentiality
  - giving false testimony.
- Statutory and ethical obligations*** may include:
- legislation for public sector management
  - workplace health and safety Acts, regulations and guidelines
  - equal employment opportunity and anti-discrimination legislation
  - freedom of information
  - privacy
  - whistleblower protection.
- Attitudes and behaviour that are unprofessional and inappropriate*** include:
- improper use of resources, including telephone, email and internet
  - unauthorised access to and use of information
  - falsifying records



- non-disclosure of conflicts of interest
- improper public comment on matters relating to the government or organisation
- fraud, corruption, maladministration and waste
- non-compliance with the law.

## **Unit Sector(s)**

Organisational administration and management.

## **Competency field**

Not applicable.

## **Co-requisite units**

Not applicable.