Assessment Requirements for CSCITL001 Manage human sources

Release: 2

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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.

Please refer to 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.

- recognising and accurately assessing situational risks/hazards
- minimising workplace risks to self, colleagues and the public
- effectively communicating with a wide range of community members
- using analysing, decision making and problem solving skills to ensure human source value and safety
- maintaining ethical practices and self-awareness in interaction with human sources
- employing negotiation skills to communicate effectively with human sources, colleagues and other contacts
- using interview techniques to make effective use of human sources

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.

- organisation's policies and procedures related to the correctional services facility
- work health and safety guidelines relevant to contact and interaction with human sources
- potential risks associated with managing human sources
- software and operating equipment used in compiling intelligence products
- risk assessment techniques used to assess human source suitability
- own roles and responsibilities
- jurisdictional and organisational requirements of agencies, clients, and stakeholders
- professional integrity and standards of behaviour
- cultural awareness in order to interact with human sources and colleagues while maintaining

professional boundaries

- verbal/non-verbal communication techniques and processes, such as:
    - controlling own demeanour to display a range of attitudes ranging from passiveness to aggression within appropriate circumstances
    - use of voice to de-escalate tense or aggressive situations
    - effective questioning:
        - developing strategies to communicate in a manner that contributes to rapport and invites open conversation by others
        - using relevant questioning to support intelligence or objectives by discrete means to protect operational security
        - attentiveness to all information that can be gleaned from human source
- deflection techniques to avoid answering questions from human sources or others in order to maintain personal and operational security
- information sources to inform the interaction with and management of human sources

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