



Australian Government

CSCOFM025 Promote cooperative behaviour

Release: 1

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Modification History

Release 1.0.

This unit was released in CSC Correctional Services Training Package release 2.0.

Application

This unit describes the skills and knowledge required to monitor offender behaviour, prevent and manage conflict and respond to unacceptable behaviour.

This unit applies to individuals working in a custodial setting or those who supervise offenders in community programs and agencies. Working as part of a coordinated team is integral to the role.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to interaction with offenders.

Statutory/legislative requirements apply to this unit and may vary across states and territories. Users are required to check with the relevant jurisdiction for current requirements.

Pre-requisite Unit

Not applicable

Competency Field

Offender management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Monitor behaviour

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1** Use formal and informal methods to observe, monitor and gather information about individual and group

- behaviour
- 1.2 Investigate behaviour and interactions between offenders in a fair, objective and consistent manner to identify potential conflict
 - 1.3 Check information received from other sources that indicates possible conflict prior to determining a response that is consistent with the gravity of the issue
 - 1.4 Make assessment of behaviour based on available evidence and in accordance with workplace policies and procedures
- 2 Prevent and manage conflict**
- 2.1 Seek specialist advice and make referrals where required
 - 2.2 Conduct interactions with offenders in an appropriate location and in a positive manner
 - 2.3 Use communication strategies with individuals to promote effective interaction and problem solving
 - 2.4 Adapt communication techniques, style and language as required and take in account different needs
 - 2.5 Use a range of appropriate and effective preventative strategies to defuse causes of potential conflict
 - 2.6 Challenge unacceptable behaviour and encourage offenders to take responsibility and accountability for the outcomes of their behaviour
 - 2.7 Examine the cause and effect of unacceptable behaviour and use negotiation techniques to encourage offenders to change their behaviour
- 3 Respond to unacceptable behaviour**
- 3.1 Select strategies and responses for their potential to model positive behaviour to offenders
 - 3.2 Use negotiation techniques to divert and minimise aggressive behaviour.
 - 3.3 Confirm implications of continuing unacceptable behaviour in a clear, calm and objective manner
 - 3.4 Intervene using strategies determined by the situation and workplace policies and procedures
 - 3.5 Report offender behaviour in accordance with

workplace policies and procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit supersedes and is equivalent to CSCOFM011 Promote cooperative behaviour.

Links

CSC Correctional Services Training Package Companion Volume Implementation Guide at: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>