Assessment Requirements for CSCORG015 Represent and promote the organisation

Release: 1

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Modification History

Release	Comments
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 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.

- using effective communication techniques especially related to public presentations, giving and receiving feedback, designing promotional material, maintaining effective relationships and managing conflict
- using problem solving and negotiation to manage contingencies and achieve mutually acceptable outcomes
- responding to diversity, including gender and disability
- preparing general information and papers according to target audiences
- proofreading and editing to ensure clarity of meaning, conformity to organisational requirements, and accuracy and consistency of information
- applying procedures relating to occupational health and safety in the context of internal and external networking

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 relating to the protocols and guidelines for representing and promoting the organisation
- communication techniques
- written communication techniques
- techniques for building relationships of trust, including with people from different cultures
- techniques for preparing and presenting information to promote the organisation
- public and political context of the organisation and its services

- key people inside and outside the organisation who have an impact on its culture, services, resources and policies

Assessment Conditions

This unit can be assessed off the job, for example in a structured training program applying the context of the organisation and the work role. It will be more effectively and economically assessed through evidence provided in routine work practice and across a range of applications relevant to the industry, professional programs and services, the wider community and general management.

Assessment should include the opportunity to demonstrate evidence from work in the wider community. Evidence should be gathered over time in a range of contexts to ensure the candidate can achieve the unit outcome and apply the competency in different situations or environments.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde

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