



Australian Government

CSCORG028 Work effectively with culturally diverse offenders and colleagues

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 work effectively with culturally diverse offenders, their visitors and colleagues. It requires the ability to demonstrate cultural awareness in the workplace, communicate effectively with culturally diverse people and resolve inter-cultural misunderstandings.

This unit applies to individuals working in prisons, secure custodial centres, within the community and other contexts where working with detained persons is part of the work role. These individuals require effective communication skills and cognitive skills for simple reflection and abstract thinking.

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 equal opportunity.

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

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

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| 1 Reflect cultural awareness in work practice | 1.1 Use culturally appropriate work practices to demonstrate awareness of culture as a factor in all human behaviour |
| | 1.2 Create a comfortable environment for all persons by adapting own work practices to be culturally inclusive |
| | 1.3 Reflect and evaluate own attitudes and bias to identify possible effect on workplace relationships, and ways to improve own practices |
| 2 Accept cultural diversity as a basis for effective workplace and professional relationships | 2.1 Address bias and discrimination in the workplace by advocating diversity and encouraging acceptance |
| | 2.2 Develop positive and effective workplace and professional relationships with culturally diverse people |
| 3 Communicate effectively with culturally diverse persons | 3.1 Check communication and interactions with colleagues, visitors and offenders is constructive and considerate of cultural diversity |
| | 3.2 Use a range of communication strategies, including assistance from translators or interpreters where language barriers exist |
| 4 Resolve inter-cultural misunderstandings | 4.1 Identify issues that may cause conflict between individuals or groups |
| | 4.2 Consider cultural differences in communication styles when interacting with colleagues, visitors and offenders |
| | 4.3 Use resolution strategies to address cultural differences that may cause misunderstandings or conflict |

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 non-equivalent to CSCORG006 Work effectively with culturally diverse offenders and colleagues.

Links

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