



Australian Government

CSCINT001 Negotiate behaviour change

Release: 2

CSCINT001 Negotiate behaviour change

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCINT401A Negotiate behaviour change.

- Element 2 and 3 wording revised for clarity

Application

This unit describes the skills required to establish a working relationship with individual offenders in order to facilitate the setting and review of change goals according to agreed criteria.

Offenders' change goals may be in relation to their:

- violent behaviour
- sexual attitudes
- employment skills and/or qualifications
- social and life skills
- drug/alcohol abuse or addiction
- specific court and sentencing conditions

This unit describes the performance outcomes expected for those working in a custodial, community or supervision environment within correctional services.

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 contact with offenders.

A person undertaking this role would normally work autonomously with support from a range of established sources. The role is complex, drawing upon the candidate's extracting, extrapolating and inferencing skills.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Pre-requisite Unit

Not applicable

Competency Field

Intervention

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1 Develop a working relationship with offenders

- 1.1** Use interaction with offenders to encourage personal reflection on behaviour and personal responsibility for behaviour and change.
- 1.2** Use a range of communication strategies to gather information about the background and circumstances of offenders.
- 1.3** Provide factual, clear and objective information to the offender.
- 1.4** Identify issues arising from the behaviour of offenders and the behaviour change.
- 1.5** Maintain professional relationships with offenders.
- 1.6** Identify obstacles to establishing professional relationships with offenders.
- 1.7** Record and report information relevant to intervention contact with the offender.

2 Facilitate setting of change goals

- 2.1** Inform offender of their responsibility for determining and achieving their own goals.
- 2.2** Encourage offenders to identify and analyse the factors that have contributed to past behaviour.
- 2.3** Assess options for offenders' goals and outcomes for change.
- 2.4** Identify unrealistic expectations, challenge negative attitudes and unacceptable objectives, and re-negotiate plans.

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| | 2.5 | Confirm the information and resources required by offenders to set their goals and provide resources. |
| | 2.6 | Assist offenders to determine what support they will need and how they will get this support. |
| 3 | Set change goals and negotiate plan review criteria | |
| | 3.1 | Negotiate a realistic timetable for the achievement of each goal with the offender. |
| | 3.2 | Determine the evidence that will be used to indicate that goals have been achieved through negotiation with offenders. |
| | 3.3 | Confirm that contact with offenders and support provided comply with policies, procedures and code of conduct. |
| | 3.4 | Negotiate agreement with offenders on the review of progress and the consequences of achieving or not achieving goals. |

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

Supersedes and is equivalent to CSCINT401A Negotiate behaviour change.

Links

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

Assessment Requirements for CSCINT001 Negotiate behaviour change

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.

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.

- adapting communication to suit audience and situations
- maintaining a realistic perspective on change and progress
- monitoring and responding to progress and regress
- maintaining offenders' focus on agreements and change plans

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 offender management
- code of conduct
- duty of care
- contributing factors to offending behaviour
- communication techniques
- offender information system
- internal recording and reporting systems
- available support services and people
- negotiating techniques

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

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>