



Australian Government

Assessment Requirements for CSCINT011 Negotiate behaviour change

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 4.0

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on two separate occasions and include:

- adapting communication to suit audience and situations
- maintaining a realistic perspective on change and progress
- monitoring and responding to progress and regress
- supporting offenders to remain focused on agreements and change plans
- engaging offenders in the goal setting process
- recording and reporting relevant offenders' change goals
- maintaining offender records in accordance with organisational policy and procedure.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- relevant legislation and organisational policies and procedures related to offender management
- duty of care
- responsibilities and limitations of own role with offenders
- contributing factors to offending behaviour
- potential barriers to change
- effective verbal and nonverbal communication techniques and strategies
- offender information system
- internal recording and reporting systems
- available support services and people
- negotiating techniques
- goal setting techniques and procedures.

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>