



Australian Government

CSCINT011 Negotiate behaviour change

Release: 1

CSCINT011 Negotiate behaviour change

Modification History

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

Application

This unit describes the skills and knowledge 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
- antisocial attitudes and beliefs
- unhealthy relationships
- employment skills and/or qualifications
- social and interpersonal skills
- independent living and life skills
- parenting skills
- alcohol or substance use
- specific court and sentencing conditions

This unit applies to those working with offenders in correctional services environments.

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 may work autonomously or as part of a team with support from a range of established sources. The role is complex, drawing upon the candidate's ability to extract, analyse and interpret information.

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.

1 Develop a working relationship with offenders

PERFORMANCE CRITERIA

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

- 1.1** Analyse offender information by observing their behaviour and reading any available files or reports to obtain an accurate history
- 1.2** Use a range of communication strategies with the offender to gather current information about their background and circumstances
- 1.3** Interact with the offender to encourage personal reflection on behaviour and personal responsibility for behavioural change
- 1.4** Provide factual, clear and objective information to the offender
- 1.5** Maintain professional relationships with the offender
- 1.6** Identify obstacles to establishing professional relationships with the offender
- 1.7** Record and report information relevant to intervention contact with the offender
- 2.1** Discuss with the offender their role in determining and achieving their own goals
- 2.2** Encourage the offender to identify and analyse factors that have contributed to past behaviour
- 2.3** Assess options for the offender's goals and outcomes for change
- 2.4** Identify unrealistic expectations, challenge negative attitudes and unhelpful objectives and re-negotiate plans
- 2.5** Confirm information and resources required by

2 Facilitate setting of change goals

		the offender to set their goals and provide resources
	2.6	Assist the offender 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 the offender
	3.3	Confirm that contact with the offender and support provided complies with organisational policies and procedures
	3.4	Negotiate and record agreement with the offender on how progress will be reviewed and how the outcomes of achieving or not achieving goals will be addressed/measured

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 replaces and is equivalent to CSCINT001 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 CSCINT011 Negotiate behaviour change

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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

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