



Australian Government

CSCOFM011 Promote cooperative behaviour

Release: 1

CSCOFM011 Promote cooperative behaviour

Modification History

Release	Comments
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 CSCOFM308A Promote cooperative behaviour. • Element 2 and 3 PCs reworted and reordered

Application

This unit describes the skills required to monitor offender behaviour, prevent and manage conflict and respond to unacceptable behaviour.

This unit applies to those working in a custodial setting or those who supervise offenders in community programs and agencies. Working as part of a coordinated team is integral to the role.

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 interaction with offenders.

Those undertaking this unit consistently work independently with occasional support required. They work in roles with routine tasks involving a number of familiar and less familiar steps.

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

Competency Field

Offender management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	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. Monitor behaviour	1.1 Use formal and informal methods to observe, monitor and gather information about individual and group behaviour. 1.2 Assess behaviour for potential conflict and use a range of preventative and defusing strategies. 1.3 Investigate offender behaviour and interactions in a fair, objective and consistent manner. 1.4 Check accuracy of information received from others that might indicate conflict and determine a response that is consistent with the issues and their gravity. 1.5 Make decisions on action consistent with available evidence and organisation's practice and procedures. 1.6 Seek specialist advice and make referrals where required.
2. Prevent and manage conflict	2.1 Conduct interactions with offenders in an appropriate location and a positive manner. 2.2 Use communication strategies with individuals to promote effective interaction and problem solving. 2.3 Consider cultural sensitivities in communication techniques and adapt style and language to accommodate different cultural values and practices. 2.4 Identify potential causes of conflict and use a range of appropriate and effective defusing responses. 2.5 Challenge unacceptable behaviour and outline options and opportunities to change clearly and with positive encouragement. 2.6 Use negotiation to examine cause and effect and encourage appropriate responsibility and accountability for behaviour and its outcomes.
3. Respond to unacceptable behaviour	3.1 Select strategies and responses for their potential to model positive behaviour to offenders. 3.2 Use negotiation techniques to divert and minimise aggressive behaviour. 3.3 Confirm the implications of continuing unacceptable behaviour clearly, calmly and objectively. 3.4 Carry out intervention strategies according to an analysis of the situation and organisational policies and procedures. 3.5 Report on offender behaviour.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy N/A				
Performance variables																								
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity									

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](#)

<http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM308A Promote cooperative behaviour.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for CSCOFM011 Promote cooperative behaviour

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. • Assessment Requirements revised

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.

- checking the accuracy of information from different sources
- using a range of conflict management techniques
- modelling positive behaviour
- writing reports on offender behaviour and actions taken

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 offender management and safety and security
- duty of care
- communication techniques
- conflict management and de-escalation techniques
- reporting procedures
- support and referral services and specialists

Assessment Conditions

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual promoting cooperative behaviour, including coping with difficulties, irregularities and changes to routine.

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>

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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