



Australian Government

CSCOFM011 Promote cooperative behaviour

Release: 1

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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 reworded 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.
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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)

<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

GSA website - <http://www.govskills.com.au>

CSC Foundations Skills Guide -

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

CSC Knowledge Guide -

<http://www.govskills.com.au/guides/correctional-services/knowledge-guide>

CSC Implementation Guide -

<http://www.govskills.com.au/guides/correctional-services/implementation-guide>