



Australian Government

Assessment Requirements for CSCOFM025

Promote cooperative behaviour

Release: 1

Assessment Requirements for CSCOFM025 Promote cooperative behaviour

Modification History

Release 1.0.

This unit was released in CSC Correctional Services Training Package release 2.0.

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 at least two occasions and includes:

- preventing conflict and responding to unacceptable behaviour of an offender, including:
 - identifying causes of conflict
 - assessing the likelihood and gravity of conflict
 - reporting concerning offender behaviour
 - using a range of conflict management techniques
 - maintaining safety of all involved
 - writing an accurate record of actions taken
- encouraging positive behaviour of an offender by:
 - modelling positive behaviour by interacting with people in a respectful manner
 - responding to issues consistently

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:

- workplace policies and procedures relating to offender management and safety and security including:
 - duty of care
 - reporting procedures
 - observation and monitoring methods
 - unacceptable behaviour and behaviour support frameworks that implement proactive or preventative strategies that are trauma informed and promote positive and pro-social behaviours
- indicators of conflict:
 - withdrawal
 - change in behaviour
 - intimidating or abusive language

- threatening behaviour
- physical harm
- external stressors
- non-verbal cues
- effective communication:
 - techniques
 - style
 - clear and simple language
 - cultural barriers
 - positive and non-threatening body language
 - active listening
 - reflective feedback
- conflict management and de-escalation techniques used for offender management
- support and referral services and specialists
- standards of professional boundaries

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 suitable workplace operational situations. Where this is not appropriate, assessment must occur in suitable simulated workplace operational situations reflecting actual industry workplace conditions likely to be encountered by an individual promoting cooperative behaviour, including coping with difficulties, irregularities and changes to routine.

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:

- relevant and appropriate materials, tools, facilities, equipment and personal protective equipment currently used in the industry
- applicable documentation relevant to the industry including workplace policies, procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals
- case studies and workplace scenarios to capture the range of situations likely to be encountered.

Links

CSC Correctional Services Training Package Companion Volume Implementation Guide at: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>