



Australian Government

CSCOFM025 Promote cooperative behaviour

Release: 1

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Modification History

Release 1.0.

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

Application

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

This unit applies to individuals 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.

Statutory/legislative requirements apply to this unit and may vary across states and territories. Users are required to check with the relevant jurisdiction for current requirements.

Pre-requisite Unit

Not applicable

Competency Field

Offender management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Monitor behaviour

PERFORMANCE CRITERIA

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

1.1 Use formal and informal methods to observe, monitor and gather information about individual and group

- behaviour
- 1.2** Investigate behaviour and interactions between offenders in a fair, objective and consistent manner to identify potential conflict
 - 1.3** Check information received from other sources that indicates possible conflict prior to determining a response that is consistent with the gravity of the issue
 - 1.4** Make assessment of behaviour based on available evidence and in accordance with workplace policies and procedures
- 2 Prevent and manage conflict**
- 2.1** Seek specialist advice and make referrals where required
 - 2.2** Conduct interactions with offenders in an appropriate location and in a positive manner
 - 2.3** Use communication strategies with individuals to promote effective interaction and problem solving
 - 2.4** Adapt communication techniques, style and language as required and take in account different needs
 - 2.5** Use a range of appropriate and effective preventative strategies to defuse causes of potential conflict
 - 2.6** Challenge unacceptable behaviour and encourage offenders to take responsibility and accountability for the outcomes of their behaviour
 - 2.7** Examine the cause and effect of unacceptable behaviour and use negotiation techniques to encourage offenders to change their behaviour
- 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 implications of continuing unacceptable behaviour in a clear, calm and objective manner
 - 3.4** Intervene using strategies determined by the situation and workplace policies and procedures
 - 3.5** Report offender behaviour in accordance with

workplace policies and procedures

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 supersedes and is equivalent to CSCOFM011 Promote cooperative behaviour.

Links

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

Assessment Requirements for CSCOFM025 Promote cooperative behaviour

Modification History

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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 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>