



Australian Government

CSCORG001 Contribute to achieving the goals of the organisation

Release: 2

CSCORG001 Contribute to achieving the goals of the organisation

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 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 CSCORG201A Contribute to achieving the goals of the organisation.

- PC 2.3 and 3.4 removed
- PC 3.4, 4.1, 4.2 and 4.3 wording revised

Application

This unit describes the skills required to implement the organisation's policies and procedures, promote a positive image of the organisation, contribute to the work team and maintain professional relationships.

This unit applies to those working in routine work roles in a variety of contexts. This unit may be significantly contextualised to suit the organisational policy and procedure environment.

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.

Those undertaking this unit work with moderate support and undertake tasks involving a limited number of familiar steps in familiar and predictable contexts.

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

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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 Implement the organisation's policies and procedures

1.1 Ensure work practices, behaviour and responsibilities are carried out according to the organisation's policies and procedures and code of conduct.

1.2 Check new procedures regularly to ensure that knowledge of changes and new requirements is maintained.

1.3 Ensure actions and approaches are consistent with the organisation's principles and within defined roles and responsibilities.

1.4 Use workplace equipment and technology according to procedures and guidelines.

2 Promote a positive image of the organisation

2.1 Maintain behaviour and presentation to represent the organisation and the service in a positive and professional manner.

2.2 Ensure that information is correct and authorised when communicating with the public and other services.

3 Contribute to the work team

3.1 Make constructive and cooperative contributions to team activities and goals and challenge unfair and discriminatory actions.

3.2 Complete tasks and contribute to achieving team objectives through cooperation with supervisors and team members.

3.3 Resolve problems through discussion and cooperation in the work team.

3.4 Use opportunities to develop supportive and trusting relationships with team members.

4 Maintain professional relationships

- 4.1** Maintain relationships with colleagues, offenders and the public consistent with the organisation's values and objectives.
- 4.2** Demonstrate respect for differences in personal values and beliefs.
- 4.3** Communicate in a culturally appropriate manner.
- 4.4** Challenge attitudes and behaviour that are unprofessional and inappropriate in the workplace.

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

Supersedes and is equivalent to CSCORG201A Contribute to achieving the goals of the organisation.

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 CSCORG001 Contribute to achieving the goals of the organisation

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

- Assessment Requirements reviewed
- 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.

- reading and following workplace policies and procedures
- working independently and in teams to ensure that work practices and behaviour comply with organisational standards
- communicating verbally with colleagues to discuss and resolve problems
- demonstrating respect of different cultures, values and beliefs and challenging inappropriate behaviour and attitudes in others
- adjusting own behaviour and interactions with others to promote professional relationships

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 values, objectives, policies and procedures related to the work role
- organisation's code of conduct
- organisation's management structure and performance management process
- individual and colleagues/team roles and responsibilities

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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