



Australian Government

CSCORG015 Represent and promote the organisation

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 CSCORG502A Represent and promote the organisation.

Application

This unit describes the skills required to promote an organisation, liaise and negotiate to achieve outcomes, and build and maintain networks.

This unit applies to those working in a management role within correctional services, but with some contextualisation may apply to workers in a range of occupational areas.

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 sharing of sensitive information.

Those undertaking this unit work autonomously, occasionally accessing and evaluating support from a broad range of sources. The role requires critical reflection and high level communication skills.

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

Competency Field

Organisational administration and 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. Promote the organisation	1.1 Use a range of strategies to promote a positive image of the organisation at every available opportunity. 1.2 Communicate issues, policies and practices effectively to a range

	of audiences in writing and orally. 1.3 Develop and distribute authoritative and specialist advice within the area of responsibility.
2. Influence others	2.1 Design interpersonal communication to meet the needs of the audience and the objectives of the presentation. 2.2 Convey points of view and information that contribute to consensus in a positive manner.
3. Liaise and negotiate to achieve outcomes	3.1 Negotiate effectively to achieve the determined objectives of the communication. 3.2 Use conflict-resolution techniques effectively to ensure positive outcomes for participants. 3.3 Identify and involve appropriate key people in achieving outcomes.
4. Build and maintain networks	4.1 Develop and maintain networks and work relationships to provide identifiable benefits to organisation, clients and self. 4.2 Identify and maintain contact with formal and informal networks to assist in achieving determined outcomes. 4.3 Apply appropriate time and effort in establishing and maintaining networks to ensure their effectiveness in meeting determined outcomes.

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 CSCORG502A Represent and promote the organisation.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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Assessment Requirements for CSCORG015 Represent and promote the organisation

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.

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.

- using effective communication techniques especially related to public presentations, giving and receiving feedback, designing promotional material, maintaining effective relationships and managing conflict
- using problem solving and negotiation to manage contingencies and achieve mutually acceptable outcomes
- responding to diversity, including gender and disability
- preparing general information and papers according to target audiences
- proofreading and editing to ensure clarity of meaning, conformity to organisational requirements, and accuracy and consistency of information
- applying procedures relating to occupational health and safety in the context of internal and external networking

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 the protocols and guidelines for representing and promoting the organisation
- communication techniques
- written communication techniques
- techniques for building relationships of trust, including with people from different cultures
- techniques for preparing and presenting information to promote the organisation
- public and political context of the organisation and its services

- key people inside and outside the organisation who have an impact on its culture, services, resources and policies

Assessment Conditions

This unit can be assessed off the job, for example in a structured training program applying the context of the organisation and the work role. It will be more effectively and economically assessed through evidence provided in routine work practice and across a range of applications relevant to the industry, professional programs and services, the wider community and general management.

Assessment should include the opportunity to demonstrate evidence from work in the wider community. Evidence should be gathered over time in a range of contexts to ensure the candidate can achieve the unit outcome and apply the competency in different situations or environments.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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