



Australian Government

Assessment Requirements for CSCORG019 Manage teamwork through delegations

Release: 1

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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.

- accessing and using legislation and guidelines related to delegations
- interpreting and explaining organisational policies and procedures relating to delegations and applying them in the workplace
- planning and developing work unit targets and effectiveness measures
- using team-building strategies
- responding to diversity in the workplace
- using communication strategies involving exchanges of often complex oral information
- undertaking grievance counselling and resolving conflict in work teams
- undertaking effective liaison, negotiation and consultation

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 delegations
- range of delegations applicable in government services
- instructions and standards relating to delegations
- organisational structure and levels of authority or delegation
- interviewing, counselling, negotiation and mediation techniques
- cultural awareness related to promoting cultural diversity in the workplace
- conflict resolution techniques
- team-building strategies
- strategic plans and work unit or business plans

- justice system structures and political influences
- equal employment opportunities, equity and diversity principles

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing teamwork through delegations, including coping with difficulties, irregularities and breakdowns in routine.

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

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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