



Australian Government

Assessment Requirements for CSCORG022 Manage effective workplace relationships

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.

- interacting with people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- researching, analysing, interpreting and reporting skills to develop strategies and plans
- communicating fluently to support effective workplace relationships
- responding to unexpected demands from a range of people
- understanding consultative processes and using them effectively
- forging effective relationships with internal and/or external people
- developing, maintaining and managing networks
- gaining the trust and confidence of colleagues
- dealing with people openly and fairly
- using coaching and mentoring skills to provide support to colleagues

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 related to workplace relationships
- work health and safety guidelines related to working safely in organisation environment
- the principles and techniques involved in the management and organisation of:
 - the organisation's strategic and business plans
 - policy development
- workplace relationship building techniques

Assessment Conditions

Validity assessment requires that this unit can be assessed in the workplace or in a closely simulated work environment. Where assessment is part of learning experience, evidence will need to be collected over a period of time, involving both formative and summative assessment.

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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