



Australian Government

Assessment Requirements for CSCORG028

Work effectively with culturally diverse offenders and colleagues

Release: 1

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Modification History

Release 1.0

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

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 one occasion and includes:

- applying culturally appropriate work practices by:
 - ensuring activities are inclusive of culturally diverse people represented
 - communicating effectively with persons of diverse backgrounds and cultures to ensure message and instructions are clearly understood
 - participating in identifying and implementing change to create a culturally inclusive environment
 - addressing discrimination and bias in the workplace

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:

- basic understanding of cultural dynamics as a factor in behaviour including:
 - definition of culture as ways of knowing, being, doing and relating
 - the unique way individuals may experience a culture and respond to past experiences including:
 - own culture and influences and how these may have changed
 - own perceptions of other cultures in Australian society and related bias
 - how cultural influences effect own behaviour and relationships and the behaviours and relationships of others
 - social, family and kinship
 - religious and spiritual beliefs
 - race and ethnicity
 - historical, political and economic influences
 - values and norms
 - dialects, idioms, colloquialisms, gestures and forms of address
 - taboos

- social determinants
- practices that are culturally appropriate including:
 - definition of culturally appropriate
 - establishing and maintaining supportive professional relationships
 - adjusting communication style to suit the audience
 - active listening
 - non-discriminatory behaviour, attitudes and language
 - being aware of causes of cultural conflict and alienation
- workplace diversity including:
 - the principles of equal employment opportunity, sex, race, disability, anti-discrimination and similar legislation and the implications of work and social practices
- availability of resources and assistance internal and external to the organisation in relation to cultural diversity issues including:
 - the role and use of language and cultural translators and interpreters
- communication strategies used for persons of diverse backgrounds and cultures including:
 - verbal
 - written
 - other non-verbal
 - language
 - styles
 - age and generational differences
 - cognitive, visual or hearing disabilities
 - active listening
 - receiving and providing feedback
- broad understanding of resolution strategies including:
 - workplace policies and procedures
 - conflict resolution
 - de-escalation and defusing techniques
 - negotiation

Assessment Conditions

Assessors must hold credentials specified within Standard 1 of 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 Standard 1 of 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 that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual when working with

colleagues and offenders.

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>