



Australian Government

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.

Application

This unit describes the skills and knowledge required to work effectively with culturally diverse offenders, their visitors and colleagues. It requires the ability to demonstrate cultural awareness in the workplace, communicate effectively with culturally diverse people and resolve inter-cultural misunderstandings.

This unit applies to individuals working in prisons, secure custodial centres, within the community and other contexts where working with detained persons is part of the work role. These individuals require effective communication skills and cognitive skills for simple reflection and abstract thinking.

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 equal opportunity.

Statutory/legislative requirements apply to this unit and may vary across states and territories. Users are required to check with the relevant jurisdiction for current requirements.

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 1 Reflect cultural awareness in work practice | 1.1 Use culturally appropriate work practices to demonstrate awareness of culture as a factor in all human behaviour

1.2 Create a comfortable environment for all persons by adapting own work practices to be culturally inclusive

1.3 Reflect and evaluate own attitudes and bias to identify possible effect on workplace relationships, and ways to improve own practices |
| 2 Accept cultural diversity as a basis for effective workplace and professional relationships | 2.1 Address bias and discrimination in the workplace by advocating diversity and encouraging acceptance

2.2 Develop positive and effective workplace and professional relationships with culturally diverse people |
| 3 Communicate effectively with culturally diverse persons | 3.1 Check communication and interactions with colleagues, visitors and offenders is constructive and considerate of cultural diversity

3.2 Use a range of communication strategies, including assistance from translators or interpreters where language barriers exist |
| 4 Resolve inter-cultural misunderstandings | 4.1 Identify issues that may cause conflict between individuals or groups

4.2 Consider cultural differences in communication styles when interacting with colleagues, visitors and offenders

4.3 Use resolution strategies to address cultural differences that may cause misunderstandings or conflict |

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

This unit supersedes and is non-equivalent to CSCORG006 Work effectively with culturally diverse offenders and colleagues.

Links

CSC Correctional Services Training Package Companion Volume Implementation Guide at: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Assessment Requirements for CSCORG028 Work effectively with culturally diverse offenders and colleagues

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>