



Australian Government

CSCORG044 Contribute to achieving the goals of the organisation

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

This unit describes the skills and knowledge required to implement the organisation's policies and procedures, promote a positive image of the organisation, contribute to the work team, and maintain professional relationships.

This unit applies to those working in routine work roles in a variety of contexts. Working as part of a coordinated team is integral to the role.

An individual undertaking this role may work with moderate support and undertake tasks involving a limited number of steps in familiar and predictable contexts.

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.

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

Pre-requisite Unit

Not applicable.

Competency Field

Organisational administration and management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

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| 1 Implement the organisation's policies and procedures | 1.1 Ensure work practices, behaviour and responsibilities are carried out in accordance with the organisation's policies, procedures and legislations |
| | 1.2 Maintain knowledge of updates and changes to policies and procedures to ensure currency |
| | 1.3 Ensure actions and approaches are consistent with the organisation's values within defined roles and responsibilities |
| | 1.4 Use workplace resources in accordance with the organisation's procedures and guidelines |
| 2 Represent the organisation in a professional manner | 2.1 Maintain behaviour and presentation to represent the organisation in a positive and professional manner |
| | 2.2 Ensure that information is accurate and authorised when communicating with the public and other services |
| 3 Contribute to the work team | 3.1 Make constructive and cooperative contributions to team activities and goals and challenge unfair and discriminatory actions |
| | 3.2 Complete tasks and contribute to achieving team and the organisation's objectives through cooperation and collaboration with others |
| | 3.3 Resolve problems through discussion and cooperation in the work team |
| | 3.4 Develop supportive and collaborative relationships with team members |
| 4 Maintain professional relationships | 4.1 Maintain relationships with colleagues, offenders and the public consistent with the organisation's values |
| | 4.2 Demonstrate respect for differences in personal values and beliefs |
| | 4.3 Communicate in a culturally appropriate and inclusive manner |
| | 4.4 Identify and respond to attitudes and behaviour that are unprofessional and inappropriate in the |

workplace

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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG001 Contribute to achieving the goals of the organisation.

Links

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

Assessment Requirements for CSCORG044 Contribute to achieving the goals of the organisation

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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 two occasions and include:

- applying workplace policies and procedures
- working independently and in teams to ensure work practices and behaviour comply with the organisation's policies, procedures, and values
- communicating with colleagues to discuss and resolve problems
- demonstrating respect of the organisation's diversity, values, and beliefs
- identifying and responding to inappropriate behaviour and attitudes in others
- monitoring and evaluating own behaviour and interactions with others to promote professional relationships.

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:

- organisation's policies, procedures and values related to the work role
- organisation's code of conduct
- organisation's structure and strategic objectives
- individual and colleagues/team roles and responsibilities.

Assessment Conditions

Assessors must hold credentials specified within 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 the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment, and PPE currently used in industry.

Links

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