



Australian Government

CSCSAS013 Manage conflict through negotiation

Release: 2

CSCSAS013 Manage conflict through negotiation

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCSAS306A Manage conflict through negotiation.

- PC 3.3 and 3.4 wording revised

Application

This unit describes the skills required to assess conflict, negotiate solutions and evaluate responses.

This unit applies to those working in detention centres, correctional centres or prisons, community corrections offices, justice administration offices and on work sites where detainees, prisoners or offenders are under statutory supervision.

The language used in this unit implies an institutional setting. Adaptation of the language will be necessary to reflect the practices of non-institutional settings and work sites. Customisation should occur through the introduction of specific organisation security equipment, functions and procedures.

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 security.

Those undertaking this unit work independently drawing upon support from familiar and unfamiliar resources.

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

Pre-requisite Unit

Not applicable

Competency Field

Safety and security

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. Where bold italicised text is used, further information is detailed in the range of conditions section.

1 Assess conflict

- 1.1 Anticipate possible conflict situations and select appropriate response to prevent escalation.
- 1.2 Evaluate responses to conflict against legal requirements and organisational procedures.
- 1.3 Identify situations requiring assistance and support and request assistance promptly.

2 Negotiate resolution

- 2.1 Use strategies to resolve conflict that comply with organisational policies and procedures.
- 2.2 Use negotiation techniques that maintain positive interaction and divert and minimise aggressive behaviour.
- 2.3 Use communication techniques that are effective in ensuring mutual understanding.
- 2.4 Ensure negotiation styles take into account social and cultural differences.
- 2.5 Confirm mutual agreement to strategies and required outcomes with all relevant people.

3 Evaluate responses

- 3.1 Evaluate and review effectiveness of response according to legal and organisational requirements.
- 3.2 Provide accurate and constructive observations of incidents when reviewing and debriefing the situation.
- 3.3 Provide and maintain records and reports.
- 3.4 Recognise effects of stress in self and manage these using recognised stress management techniques.

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

Supersedes and is equivalent to CSCSAS306A Manage conflict through negotiation.

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 CSCSAS013 Manage conflict through negotiation

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

- Assessment Requirements revised
- 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.

- interpreting and estimating level of conflict and degree of risk
- using effective communication and negotiation skills, especially under pressure, to calm, distract or change focus
- using observation techniques
- writing records and reports of incidents
- providing verbal warnings and clear directions and instructions
- using communication systems to request assistance if needed

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.

- legal requirements and organisation's policies and procedures related to use of force, duty of care
- principles of effective communication and use of communication techniques under pressure
- negotiation techniques
- response options that are most effective for the degree and nature of risk
- stress management techniques

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.

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