



Australian Government

CSCSAS024 Manage conflict through negotiation

Release: 1

CSCSAS024 Manage conflict through negotiation

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 4.0

Application

This unit describes the skills and knowledge required to manage conflict through negotiation by assessing conflict, negotiating solutions and evaluating responses.

This unit applies to those working with offenders in correctional services environments.

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.

A person undertaking this role may work autonomously or as part of a team with 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

Elements describe the essential outcomes.

1 Assess conflict

PERFORMANCE CRITERIA

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

1.1 Consider likely and possible conflict situations to prevent escalation

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| | 1.2 | Identify and 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 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 stakeholders |
| 3 Evaluate responses | 3.1 | Evaluate and review effectiveness of response in accordance with legal and organisational requirements |
| | 3.2 | Provide accurate and constructive observations of incidents and their contributing factors when reviewing and debriefing the situation |
| | 3.3 | Provide and maintain records and reports in accordance with organisational requirements |
| | 3.4 | Recognise effects of stress in self and manage 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

This unit replaces and is equivalent to CSCSAS013 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 CSCSAS024 Manage conflict through negotiation

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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 two separate occasions and include:

- interpreting and estimating level of conflict and degree of risk
- using appropriate and 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 in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- legal requirements and organisational policies and procedures related to use of force and duty of care
- principles of effective communication and use of communication techniques under pressure
- negotiation and conflict resolution 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.

Links

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