



Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM308A Promote cooperative behaviour

Revision Number: 2

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Modification History

CSCOFM308A Release 2: Layout adjusted. Minor revisions to range statement.
CSCOFM308A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to monitor the behaviour of offenders, provide responses to unacceptable behaviour and support responsibility for behaviour management and change.

Application of the Unit

This unit applies to staff working in a custodial context and staff supervising offenders in community programs and agencies.

Customisation will be required to accommodate the different work sites and defined work role contexts in which this unit will be applied.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Monitor behaviour.	1.1 Use formal and informal methods to observe, monitor and gather information about <i>individual and group behaviour</i>. 1.2 Assess behaviour for potential conflict and use a range of preventative and defusing strategies. 1.3 Investigate offender behaviour and interactions in a fair, objective and consistent manner. 1.4 Check accuracy of information received from others that might indicate conflict and determine the response that is consistent with the issues and their seriousness. 1.5 Make decisions on action consistent with available evidence and organisation's practice and procedures. 1.6 Seek specialist advice and make <i>referrals</i> where required.
2 Use communication strategies to prevent and manage conflict.	2.1 Conduct interactions with offenders in a fair, just, humane and positive manner. 2.2 Use <i>communication strategies</i> with individuals to promote effective interaction and problem solving. 2.3 Consider cultural sensitivities in communication techniques and adapt style and language to accommodate different cultural values and practices. 2.4 Identify potential causes of conflict and use a range of appropriate and effective defusing responses. 2.5 Use negotiation techniques to divert and minimise aggressive behaviour. 2.6 Use negotiation to examine cause and effect and encourage appropriate responsibility and accountability for behaviour and its outcomes.
3 Respond to unacceptable behaviour.	3.1 Challenge unacceptable behaviour and outline options and opportunities to change, clearly and with positive encouragement. 3.2 Confirm the implications of continuing unacceptable behaviour clearly, calmly and objectively. 3.3 Use restraining techniques according to organisation's procedures and discontinue as soon as procedures specify. 3.4 Provide <i>reports</i> of incidents arising from aggressive and unacceptable behaviour that are accurate, clear and comply with procedures. 3.5 Report on the appropriateness and effectiveness of

ELEMENT**PERFORMANCE CRITERIA**

- the use of restraining techniques clearly and accurately in review and debriefing.
- 3.6 Select strategies and responses for their potential to provide role models and examples of confident, assertive behaviour.
- 3.7 Carry out intervention strategies according to an analysis of the situation and organisational policies and procedures.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- checking the accuracy of information from different sources
- identifying the causes of aggression and violence
- using a range of conflict management strategies
- applying communication and negotiation skills under pressure.

Required knowledge:

- organisation's policies, guidelines and procedures relating to responses to behaviour, safety and security, delegations and duty of care
- principles of effective communication for conflict management
- defusing and negotiation strategies
- specific statutory requirements related to treatment of offenders with special needs and requiring special support
- internal and external reporting procedures and practice
- requirements for offender risk management
- use of relevant restraint and control equipment and techniques
- support and referral services and specialists
- principles of responding to human behaviour relating to violence, aggression and suicide
- principal cultural practices and customs of the correctional population and their impact on behaviour in a correctional environment.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit.

Context of and specific resources for assessment

This unit contains a wide range of variables to reflect the diverse nature of supporting offenders and the different services provided in and for correctional services. Selection from the range of variables will reflect the specific requirements of the work site and the defined work role.

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual promoting cooperative behaviour, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to promoting cooperative behaviour
- access to appropriate learning and assessment support when required.

Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Individual and group behaviour will include a significant selection of examples from:

- changing behaviour patterns
- personal friction
- expressions of anxiety and high-level concern
- serious and chronic complaints
- provocative and threatening behaviour
- intent to harm self or others
- forceful refusal to cooperate
- abusive language
- apathy, loss of interest and withdrawal
- rejection of family, friends and support networks
- threatened suicide
- irrational behaviour
- hyperactivity and depression
- racism and bullying behaviour
- behaviour consistent with mental health conditions
- behaviour consistent with developmental problems.

Referrals should include at least four examples of different support from:

- social and welfare worker
- medical services
- drug or alcohol services
- behaviour management programs
- counsellor
- supervisor
- religious and spiritual adviser
- program coordinator
- case manager
- Aboriginal and Torres Strait Island liaison
- welfare organisations
- legal adviser
- family and personal and community support networks
- emergency and incident response.

Communication strategies may include examples from:

- use of positive assertive language
- non-verbal gestures
- constructive questioning and listening

- Reports** may include:
- tone of voice
 - awareness of cultural values and sensitivity
 - defusing verbal aggression
 - negotiating agreements
 - motivational interviewing.
 - incident reports
 - case notes
 - special reports
 - inquiries
 - reports required or used by courts and judicial processes.

Unit Sector(s)

Offender management.

Competency field

Not applicable.

Co-requisite units

Not applicable.