



Australian Government

Department of Education, Employment and Workplace Relations

CSCORG304 Work effectively with culturally diverse offenders and colleagues

Release: 1

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Modification History

CSCORG304 Release 1: Primary release. Adapted from HLTHIR403B Work effectively with culturally diverse clients and coworkers.

Unit Descriptor

This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures in a correctional services environment.

Application of the Unit

This unit applies to correctional services staff working with colleagues and with offenders in prisons, secure custodial centres, within the community, workers in juvenile detention, immigration detention or other contexts where working with detained persons is part of the work role.

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

Elements and Performance Criteria

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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 Use work practices that create a culturally and psychologically safe environment for all persons.
1.3 Review and modify work practices in consultation with persons from diverse cultural backgrounds. |
| 2 Accept cultural diversity as a basis for effective workplace and professional relationships | 2.1 Show respect for cultural diversity in all communication and interactions with colleagues, visitors and offenders.
2.2 Use specific strategies to eliminate bias and discrimination in the workplace.
2.3 Contribute to the development of workplace and professional relationships based on acceptance of cultural diversity. |
| 3 Communicate effectively with culturally diverse persons | 3.1 Use communication constructively to develop and maintain effective relationships and mutual trust.
3.2 Where language barriers exist, make efforts to communicate in the most effective way possible.
3.3 Seek assistance from interpreters or other persons as required. |
| 4 Resolve cross-cultural misunderstandings | 4.1 Identify issues that may cause conflict.
4.2 If difficulties or misunderstandings occur, consider the impact of cultural differences.
4.3 Resolve differences, taking account of cultural considerations.
4.4 Address any difficulties with appropriate people and seek assistance when required. |

Required Skills and Knowledge

Required skills:

- applying culturally respectful practices in the workplace to demonstrate respect and inclusiveness of culturally diverse people in all work practices
- sensitively and respectfully communicating with persons of diverse backgrounds and cultures
- forming effective workplace relationships with co-workers and colleagues of diverse backgrounds and cultures
- participating in identifying and implementing culturally safe work practices
- using effective strategies to address and eliminate discrimination and bias in the workplace
- using basic conflict resolution and negotiation skills

Required knowledge:

- cultural influences and changing cultural practices in Australia and their impact on diverse communities that make up Australian society

- own cultural conceptions and pre-conceptions and perspective of diverse cultures
- recognition of impact of cultural practices and experience on personal behaviour, interpersonal relationships, perception and social expectations of others
- culture as a dynamic social phenomenon
- culture as a range of social practices and beliefs evolving over time
- that the word 'normal' is a value-laden, excluding concept that often precludes acknowledgment of the diversity of people, their life experience and situations
- the unique way individuals may experience a culture and respond to past experiences
- 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 within and external to the organisation in relation to cultural diversity issues
- the role and use of language and cultural interpreters

Evidence Guide

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

Overview of assessment

This unit has been designed to be assessed directly in the workplace using a range of applications relevant to the organisation requirements and the define work role and responsibilities. The underpinning knowledge of this unit may be assessed as part of a training program or professional development activity and needs to be integrated with evidence from work exercises.

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

Assessment and evidence should confirm the ability to:

- recognise the importance of cultural diversity sensitivity in the workplace
- use strategies to eliminate bias and discrimination in the workplace
- communicate effectively to build positive relationships
- identify cultural issues that may cause conflict
- seek further assistance when required to resolve difficulties related to cultural diversity

Context of and specific resource for assessment

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 when working with colleagues and offenders.

- copies of relevant legislation, policies, procedures and guidelines
- 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 interview process
- 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

Work practices may relate to:

- dealing with persons of diverse gender, sexuality and age
- compliance with duty of care policies of the organisation
- collection and provision of information
- communication
- provision of assistance
- contact with families and carers
- physical contact
- care of deceased persons
- handling personal belongings
- provision of food services

Work practices that are culturally appropriate would be non-discriminatory and free of bias, stereotyping, racism and prejudice.

Cultural diversity may include:

- ethnicity
- race
- language
- cultural norms and values
- religion

Communication may be:

- beliefs and customs
- kinship and family structure and relationships
- social relationships such as:
 - gangs
 - socio-economic groups
- personal history and experience, which may have been traumatic
- gender and gender relationships
- age
- disability
- sexuality
- special needs
- verbal
- appropriate gestures and facial and physical expressions
- posture
- written
- signage
- through an interpreter or other person

Strategies to eliminate bias and discrimination may include:

- cross cultural work teams
- cross cultural employee representation on committees
- workplace free of culturally insensitive literature, posters, signage
- inclusion in decision-making

Unit Sector(s)

Organisational administration and management