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CHCCCSXXX Facilitate responsible behaviour

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | Is superseded by and not equivalent to CHCCCS009. Major change to performance and knowledge evidence. Minor changes to the application and performance criteria |

# Application

This unit describes the skills and knowledge required to monitor individuals, respond to behaviours of concern, deal with conflict and support responsibility for behaviour management and change.

This unit applies to workers who work directly with people in a range of community service contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| Elements define the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Observe individuals | 1.1 Use formal and informal methods to observe and monitor a person's behaviour  1.2 Identify situations for potential conflict and identify appropriate preventative and defusing strategies that can be employed  1.3 Evaluate the person’s behaviour and interactions in a fair, objective and consistent manner  1.4 Use available evidence and organisation policies to make consistent decisions on actions  1.5 Seek specialist advice and make necessary referrals |
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| 2. Respond to behaviours of concern | 2.1 Identify behaviours of concern and clearly outline options and opportunities to change with positive encouragement  2.2 Confirm using clear, calm and objective language the implications of continuing behaviours of concern  2.3 Follow procedures to provide a safe environemntfor the individual, colleagues, others  2.4 Select strategies and responses for their potential to model and provide examples of confident assertive behaviour  2.5 Carry out interventions based on an analysis of the situation and organisation policies and procedures |
| 3. Manage conflict | 3.1 Interact with individuals in a fair, just, humane, equitable and positive manner  3.2 Use communication strategies with individuals for effective interaction and problem solving  3.3 Consider cultural sensitivities and adapt style and language to accommodate different cultural values and practices  3.4 Identify potential causes of conflict and use a range of appropriate and effective defusing responses  3.5 Use negotiation techniques to divert and minimise behaviours of concern  3.6 Use negotiation to examine cause and effect and encourage appropriate responsibility and accountability for behaviour and its outcomes |
| 4. Complete reporting requirements | 4.1 Report incidents in a manner that complies with policy, procedures and legislation  4.2 Prepare reports and other documentation according to organisation requirements  4.3 Update documentation to maintain currency of information |

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# Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

# Unit Mapping Information

No equivalent unit.

# Links

Companion Volume implementation guides are found in VETNet - [https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53](https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53)

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Assessment Requirements for CHCCCS009 Facilitate responsible behaviour

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# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

* recognised and responded to at least 3 different situations where behaviours of concern are present
* communicated effectively in at least 1 situation of conflict by:
* remaining calm and positive
* engaging positively and supportively
* using negotiation and problem-solving skills to diffuse the situation
* demonstrating empathy and understanding

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

* contextualised legal and ethical considerations related to addressing behaviours of concern and how these are applied in an organisation and individual practice, including:
* duty of care
* individual rights and equality
* constraint
* imprisonment
* abuse
* types of behaviours of concern
* aggression
* confusion or other cognitive impairment
* intoxication
* intrusive behaviour
* manipulation

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* noisiness
* self-destructive behaviour
* verbal offensiveness
* wandering
* underlying reasons and potential triggers for behaviours of concern
* techniques and strategies employed to address behaviours of concern
* cultural practices and customs of the service users’ population and their impact on behaviour in the environment
* principles of effective communication for conflict management
* principles of responding to human behaviour relating to violence, aggression and suicide
* reporting procedures for incidents and accidents
* specific statutory requirements related to treatment of people with special needs and requiring special support
* specialist services and referral options
* critical incident procedures

# Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

* interactions with people with a range of needs
* typical workplace reporting processes
* links to other services

# Links

Companion Volume implementation guides are found in VETNet - [https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53](https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53)