



**Australian Government**

# **CSCOFM021 Plan and review services to offenders**

**Release: 1**

## CSCOFM021 Plan and review services to offenders

### Modification History

Release	Comments
1	<p>This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to CSCOFM502A Plan and review services to offenders.</p>

### Application

This unit describes the skills required to assess the needs of offenders in order to establish appropriate service provision, and to evaluate the effectiveness of the services provided.

This unit applies to those working in a correctional services context in a management role.

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 program design.

Those undertaking this unit work autonomously drawing upon support from a broad range of resources. The role requires critical reflection and evaluation skills as well as high level communication skills.

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

### Competency Field

Offender management

### 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.
<b>1. Assess needs of offenders</b>	<p>1.1 Plan, monitor and review offender assessment procedures to ensure that the general and special needs of offenders are identified and reported.</p> <p>1.2 Ensure information exchanged between team members about the</p>

	<p>needs and services for offenders is comprehensive.</p> <p>1.3 Negotiate and manage resources suitable for meeting the general and special needs of offenders and correctional services.</p> <p>1.4 Recruit specialist support and resources through active networking with agencies and specialists.</p> <p>1.5 Assess the implications of offenders' needs and the impact of the correctional environment on them.</p> <p>1.6 Maintain comprehensive offender records.</p>
<b>2. Establish services to address the needs of the offender</b>	<p>2.1 Identify the need for service development and confirm this with research, recommendations, strategic plans and consultation with staff and management.</p> <p>2.2 Investigate available resources and develop strategies to acquire additional and adequate resources according to the organisation's objectives and priorities.</p> <p>2.3 Consult a range of internal and external agencies to ensure that the organisation's interests are reflected in the planned design and delivery of the service.</p> <p>2.4 Identify tasks required to implement the plan, analyse these for skill and resource requirements and delegate to suitably skilled and experienced staff.</p> <p>2.5 Ensure that service reports, records and outcome details are documented and reported.</p> <p>2.6 Ensure the design and objectives of the services comply with all statutory and legislative requirements and accountability.</p> <p>2.7 Establish effective and constructive relationships with key people involved in the planning and delivery of services.</p> <p>2.8 Analyse routine reports and any changes to organisational policies or strategies.</p> <p>2.9 Authorise necessary adjustments to services based on analysis of reports.</p>
<b>3. Evaluate the effectiveness of services</b>	<p>3.1 Ensure that the costs and outcomes of the service are regularly monitored against agreed plan, resources and objectives.</p> <p>3.2 Ensure that feedback from service and organisational clients and key people is actively sought at regular intervals and used to inform the redesign of the service.</p> <p>3.3 Assess proposed changes through consultation with key people and data, and implement changes where required.</p> <p>3.4 Record information on relevant aspects of the service.</p>

## Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy				

Performance variables

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](#)

<http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

## Unit Mapping Information

Supersedes and is equivalent to CSCOFM502A Plan and review services to offenders.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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