



Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM502A Plan and review services to offenders

Revision Number: 2

CSCOFM502A Plan and review services to offenders

Modification History

CSCOFM502A Release 2: Layout adjusted. No changes to content.

CSCOFM502A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to ensure the effective assessment of individual needs, plan service delivery to meet a range of needs, and monitor and review progress within the organisation's mandate and statutory responsibilities.

Application of the Unit

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 Assess needs of offenders.

- 1.1 Plan, monitor and review assessment procedures to ensure that the general and special needs of offenders are clearly and accurately identified and reported.
- 1.2 Ensure information exchanged between team members about the needs and *services for offenders* is clear, accurate, comprehensive and consistent with organisational objectives and policy.
- 1.3 Negotiate and manage resources suitable for meeting the general and special needs of offenders and correctional services.
- 1.4 Recruit specialist support and resources through active networking with agencies and specialists.
- 1.5 Assess the implications of offenders' needs and the impact of the correctional environment on them, giving consideration to any related reported findings and take these into account when determining strategies, action and follow-up.
- 1.6 Ensure that records are maintained accurately, comprehensively and according to policy and requirements.

2 Establish services to address the needs of the offender.

- 2.1 Identify the need for service development and confirm this with research, recommendations, strategic plans and consultation with staff and management.
- 2.2 Investigate available resources and develop strategies to acquire additional, adequate and relevant resources according to the organisation's objectives and priorities.
- 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.
- 2.4 Identify tasks required to implement the plan, analyse these for skill and resource requirements and delegate to suitably skilled and experienced staff.
- 2.5 Ensure that service reports, records and outcome details are documented and reported according to organisational and service practice.
- 2.6 Ensure the design and objectives of the services comply with all statutory and legislative requirements and accountability.
- 2.7 Establish effective and constructive relationships and maintain contact with key people involved in the

ELEMENT**PERFORMANCE CRITERIA**

- planning and delivery of services and addressing the interests of offenders.
- 2.8 Analyse routine reports and any changes to organisational policies or strategies and authorise necessary adjustments to services.
- 3 Evaluate the effectiveness of programs.**
- 3.1 Ensure that the costs and outcomes of the service are regularly monitored against agreed plan, resources and objectives.
- 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.
- 3.3 Examine proposed changes and assess these through consultation with key people and data, and implement changes where determined.
- 3.4 Information on relevant aspects of the service is recorded and reported accurately and comprehensively.

Required Skills and Knowledge

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

Required skills:

- using effective group strategies for teamwork
- using a range of communication strategies for teamwork, feedback and counselling
- applying accuracy and consistency in assessment of needs
- planning different services and evaluating effectiveness.

Required knowledge:

- government, departmental and organisational service policy and criteria related to objectives and outcomes, strategic management plans, performance management and program design
- government, departmental and organisational information system, documents, records and processing
- relevant government, departmental and organisational policies and procedures, such as strategic plans
- occupational health and safety policy and procedures
- department or organisation's philosophy
- organisation's roles, responsibilities, accountability and duties
- cultural factors and awareness relevant to the organisation's clients, case or offender profiles and community
- identification and analysis of equity and discriminatory factors
- legal and statutory requirements of relevant legislation
- government and departmental objectives, policy and required outcomes for offenders and organisational management
- communication strategies including feedback, negotiation, counselling and reporting
- community services and a comprehensive range of agencies providing services to offenders and their families
- risk and conflict management
- social and community analysis relevant to offender profiles and criminogenic behaviour
- consulting and networking with allied services in the government, public, community and corporate sectors.

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
- ability to plan and provide services for offenders or clients in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

This unit contains a wide range of variables to reflect the diverse nature of offender management 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 involved in planning and reviewing services to offenders as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to planning and reviewing services to offenders
- 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.

Services for offenders will be governed by:

- type of institution and degree of custody and security
- service contracts
- organisational philosophy, policies and objectives
- offender profile
- location, layout and construction or design
- available accommodation
- facilities
- manual or electronic record system
- type of equipment available
- size and composition of work team
- case management requirements
- supervision and management structures
- specialist agencies
- departmental policy and philosophy.

Services for offenders should include a range of:

- those provided by and outside the organisation
- those determined by government policy and changes in policy
- specialist
- health, physical, psychiatric and mental
- counselling or welfare, and support for behaviour change
- skills, education and training
- community support
- family support
- financial
- legal
- cultural
- spiritual
- information and advice
- recreation, fitness, interests, hobbies and personal development
- accommodation
- extensions to existing provision.

Services for offenders should be developed in

- statutory, legislative and legal factors determining organisation's mandate and objectives, including

conjunction with:

factors governing:

- provision of services
- protection
- non-discrimination
- compliance with orders
- departmental or organisational policy, including code of conduct or practice, organisation standards, philosophy or mission, contracted service requirements, negotiated service and employment agreements
- organisational or service policy, practice and procedures
- professional standards, code of conduct and duty of care
- budgetary, financial and accounting.

Unit Sector(s)

Offender management.

Competency field

Not applicable.