



Australian Government

Assessment Requirements for CSCOFM001 Support offender services

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- behaving in a way that meets the organisation's code of conduct when in contact with offenders and the public
- dealing with complaints and handling difficult clients and conflict situations effectively
- maintaining a positive and confident image with colleagues, offenders and the public in response to inquiries
- writing to maintain information and records of offender and service activities and compliance
- matching services to offender needs
- using all available information management systems to check and confirm offender information

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- offender services and programs and the processes and procedures for their allocation
- organisation's policies and procedures related to client services and administrative support
- code of conduct
- procedures covering the administration of offender information and organisational information management system
- techniques for dealing with difficult complaints and situations

Assessment Conditions

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.

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 supporting offender services as part of a coordinated team, including coping with difficulties, irregularities and changes to routine.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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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