



Australian Government

CSCOFM031 Establish partnership arrangements with service providers

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 3.0

Application

This unit describes the skills and knowledge required to establish partnership arrangements with service providers.

It includes consulting with and developing partnerships with service providers, establishing criteria for service delivery and monitoring and reviewing service agreements.

This unit applies to those working in a management role within justice services.

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 liaison with service providers, service agreements and contracts.

Statutory/legislative requirements apply to this unit and may vary across states and territories. Users are required to check with the relevant jurisdiction for current requirements.

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 1 Assess organisational need for service provision | 1.1 | Analyse current needs of individuals and groups to identify gaps and scale of services required |
| | 1.2 | Prioritise areas of service based on service provider availability, resources and the specific needs of offenders |
| | 1.3 | Determine objectives of service provision and timeframes |
| | 1.4 | Establish service provision requirements according to offender and organisational needs and strategic directions |
| 2 Consult with service providers and establish criteria for service delivery | 2.1 | Develop connections and maintain relationships with service providers |
| | 2.2 | Research providers to identify opportunities and limitations of available service options to contribute to offender reintegration |
| | 2.3 | Review legislative and regulatory requirements to determine parameters, constraints and opportunities for service provision with partners |
| | 2.4 | Establish appropriate model of service and delivery options to suit organisational, budgetary and offender requirements |
| 3 Develop a partnership with service providers | 3.1 | Liaise with key stakeholders to develop a draft service agreement |
| | 3.2 | Negotiate Terms of Agreement and roles and responsibilities with service provider |
| | 3.3 | Ensure negotiations with service providers and Terms of Agreement consider costings and budget limitations in line with organisational parameters |
| | 3.4 | Agree on standards, milestones and strategies for measuring performance with service provider |
| | 3.5 | Document service agreement in accordance with organisational policy and procedures |
| | 3.6 | Seek legal advice and approval for service agreement in accordance with organisational policy and procedures |

4 Monitor and review service agreement

- 4.1** Monitor service reports to identify effectiveness of services provided
- 4.2** Monitor, review and manage variations between actual and forecasted budget expenditure in accordance with organisational requirement
- 4.3** Negotiate and document variations to service agreement to improve effectiveness
- 4.4** Manage non-compliance or underperformance in agreed standard of service provision

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>