CSCORG008 Gather and report complex information

Release: 2

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Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCORG402A Gather and report complex information.

- PC 3.7 removed

Application

This unit describes the skills required to gather and analyse information and report on inquiries.

This unit applies to those involved in an inquiry that is part of a formal and statutory process, an internal inquiry that is part of a supervision responsibility or an inquiry that is part of routine information collection and analysis for the purpose of offender management.

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 formal inquiries.

Those undertaking this unit usually work autonomously, drawing upon support from a range of familiar and new resources.

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

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

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.
1 Gather information	**1.1** Consult and validate information and documentation with key people and information systems.
	1.2 Use effective interpersonal and communication strategies to establish relationship of trust with key people.
	1.3 Identify negative responses and adopt strategies to respond constructively to them.
	1.4 Determine the purpose, process and expectations of inquiries and confirm agreement with key people.
	1.5 Research information with a focus on factual data, contributing behaviour, attitudes and principal issues.
	1.6 Use effective questioning strategies to enable a comprehensive and relevant exchange of information.
	1.7 Encourage key people to identify and acknowledge problems and issues relevant to the inquiry.
2 Analyse information	**2.1** Ensure the reliability of information by identifying and investigating contradictions, inconsistencies and lack of clarity.
	2.2 Sort, collate and prioritise information according to the purpose and issues of the inquiry.
	2.3 Formulate conclusions, recommendations and outcomes consistent with the information available.
	2.4 Justify conclusions and recommendations with the available evidence and present them in the required style and format.
3 Report on inquiries	**3.1** Gather information on inquiries from a range of relevant and valid source material.
	3.2 Validate and authorise the information in the report, using a range of sources and methods.
	3.3 Use information from other source material ethically, accurately and in context.

3.4 Use expression and language that is clear, concise and appropriate to the occasion and requirements.

3.5 Prepare and distribute reports within agreed timeframes.

3.6 Communicate relevant and substantiated conclusions and recommendations to all relevant people in the required time and format.

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

Supersedes and is equivalent to CSCORG402A Gather and report complex information.

Links

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