



Australian Government

Assessment Requirements for CSCORG023

Provide leadership in justice services

Release: 3

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Modification History

Release 3. Modifications have been made to:

- Element 3 reworded

Release 2. Modifications have been made to:

- Application
- Elements and Performance Criteria

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 CSCORG601A Provide leadership in justice services.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two occasions and include:

- applying agreed practices and protocols for consultation and professional networks, inside and outside the organisation and in state, national and, where relevant, international forums
- operating effectively in state, national and, where relevant, international forums
- operating effectively in both general and specialist interests in justice services
- developing and maintaining professional relationships with a comprehensive range of key people and agencies in justice services
- establishing and maintaining communication in complex human service, industrial and political contexts
- providing high-level specialist advice to senior decision makers
- providing information based on complex analysis of service data in the context of public, legal and political accountability
- providing formal presentations to industry forums.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- organisational policies and procedures related to the justice system and its services
- strategic plans, business plans and performance management processes for systems and services
- advanced communication and promotional techniques
- information management procedures

- working relationships with reference to:
 - service, policy, management and accountability structure of the justice system
 - legislation relevant to the management and services of the justice system
 - nature of support needed by colleagues in the justice system and timing of that support
 - group dynamics and factors that impact on the effectiveness of working groups
 - techniques and strategies needed to encourage and ensure effective working relationships in both familiar and unknown forums
 - factors that influence the development and maintenance of trust in working relationships
 - strategies and techniques for tackling difficult and controversial issues with colleagues in the context of maintaining effective relationships and promoting positive images and consensus.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace policies, procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment, facilities and personal protective equipment (PPE) currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -

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