



**Australian Government**

**Assessment Requirements for CSCORG025  
Manage the delivery of a quality  
correctional service**

**Release: 2**

# Assessment Requirements for CSCORG025 Manage the delivery of a quality correctional service

## Modification History

Release 2. Modifications have been made to:

- Application
- 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 CSCORG603A Manage the delivery of a quality correctional service.

## 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:

- establishing and maintaining a network of current and potential service users
- incorporating the requirements of specific groups into service design and delivery
- interpreting feedback from clients and service users
- reviewing service design and delivery in conjunction with user needs, circumstances, feedback and outcomes.

## 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:

- legislative and regulatory frameworks influencing provision of services in correctional organisations
- current developments in effective service delivery in correctional services
- current quality assurance commitments and processes
- current performance management systems, policies and processes
- marketing and promotion techniques.

## 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>