



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CSC20107 Certificate II in Justice Services**

**Revision Number: 1**

## **CSC20107 Certificate II in Justice Services**

### **Modification History**

Not applicable.

### **Description**

#### **Qualification description**

This general qualification covers the competencies that are relevant to staff members who work in the industry but who may not have statutory responsibilities. They will, in most cases, be directly supervised in their work duties. This may include staff members who have no direct responsibility for offender supervision or who have narrow, specialised roles in offender supervision, such as escort support or community liaison.

The qualification may also be relevant to professional and support staff members who have qualifications in specialist occupations but require competency in essential functions necessary to authorise their operational safety in a correctional environment.

This qualification may also be achieved in pre-vocational programs achieved as part of an employment selection or preparation program.

One elective unit may be drawn from another Training Package to reflect the work context and career plans of the individual.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Entry Requirements**

Not applicable.

## Employability Skills Summary

### Employability skills in CSC20107 Certificate II in Justice Services

The following table contains a summary of the employability skills required by the correctional services industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Skill	Facets
<b>Communication</b>	<p>Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.</p> <ul style="list-style-type: none"> <li>• transfer information by:             <ul style="list-style-type: none"> <li>• communicating effectively with people using a range of methods, including verbal communication, written communication and electronic and telecommunication systems</li> <li>• extracting meaning from routine written workplace information and preparing routine written materials</li> </ul> </li> <li>• communicate using language and styles that take into account workplace diversity; adapting communication styles to audience</li> <li>• ensure information is correct and authorised when communicating with the public and other services</li> <li>• use effective and purposeful <b>communication to convey</b> accurate and factual information in required time to relevant people</li> <li>• use effective listening and speaking skills to confirm understanding</li> <li>• provide constructive feedback and respond appropriately to instructions or feedback</li> <li>• identify potential communication barriers, including identifying and correcting contradictions, ambiguity, uncertainty or misunderstandings</li> <li>• use appropriate non-verbal techniques in communication and interaction</li> <li>• act in accordance with <b>legislation, policies and procedures and take appropriate information security precautions</b></li> </ul>

<b>Skill</b>	<p><b>Facets</b></p> <p>Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.</p>
	<ul style="list-style-type: none"> <li>• respond to requests for information promptly and according to agreed procedures, ensuring information is accurate, relevant and complete</li> <li>• use written communication methods consistent with relevant legislation, policies and procedures, taking account of expectations, requirements and needs of different audiences while maintaining clarity, accuracy and required level of detail</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• comply with principles of public sector and correctional legislation and guidelines, using public sector and organisational procedures when dealing with others at work</li> <li>• contribute to a productive and harmonious work environment, including completing tasks and contributing to achieving team objectives by cooperating with supervisors and team members</li> <li>• demonstrate respect for differences in personal values and beliefs and recognise value of differences in team relationships</li> <li>• make constructive and cooperative contributions to team activities and goals and challenge <i>unfair and discriminatory actions</i></li> <li>• use opportunities to develop a supportive and trusting working relationship with people</li> <li>• maintain relationships with colleagues, offenders and the public consistent with organisation's philosophy, objectives and <i>statutory and ethical obligations</i></li> <li>• <i>maintain contact with other work group members to ensure mutual safety</i></li> </ul>

<b>Skill</b>	<b>Facets</b> Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• identify and address workplace problems within prescribed roles, delegations and procedures and resolve situations of potential conflict</li> <li>• discuss and cooperate to identify, address and resolve problems using a group approach</li> <li>• use conflict resolution and minimisation techniques to identify and anticipate factors that lead to hostility and threatening behaviour</li> <li>• assess incidents for risk and decide on appropriate action</li> <li>• apply public sector legislation and requirements in regard to multicultural awareness and anti-discrimination</li> </ul>
<b>Enterprise and initiative</b>	<ul style="list-style-type: none"> <li>• use professional and community contacts to promote a positive image of organisation and its services</li> <li>• challenge <i>unprofessional and inappropriate attitudes and behaviour</i></li> <li>• participate in meetings, briefings and group working sessions to maintain understanding and group support</li> <li>• implement relevant security procedures according to organisational policies, codes of practice and legislation</li> <li>• report potential breaches of security to appropriate authority</li> <li>• provide assistance to persons in danger according to organisational procedures, ensuring own safety is maintained</li> </ul>

<b>Skill</b>	<b>Facets</b>
<b>Planning and organising</b>	<p>Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.</p> <ul style="list-style-type: none"> <li>• implement work unit plans and organisational goals as appropriate to job descriptions, responsibilities and delegations</li> <li>• implement organisational security policies and participate in <i>routine review of security procedures and responses, according to level of responsibility</i></li> <li>• <i>calculate level of security risk</i> according to organisational guidelines and instructions</li> <li>• <i>assess equipment, materials and environment</i> for hazards and take protective action that gives first priority to health and safety</li> <li>• make a positive contribution to achieving quality of service</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• apply general workplace health and safety procedures to ensure a safe workplace</li> <li>• use approved safety measures and techniques when lifting and carrying</li> <li>• ensure own work practices, behaviour and responsibilities are carried out in line with <i>organisation's policies, procedures</i> and code of conduct and own defined roles and responsibilities</li> <li>• recognise impact of own actions on safety of others</li> <li>• maintain positive and professional personal conduct, manner and presentation according to organisational requirements and code of conduct</li> </ul>

<b>Skill</b>	<b>Facets</b> Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
<b>Learning</b>	<ul style="list-style-type: none"> <li>• review and assess own skills and knowledge and make use of appropriate training opportunities to develop performance</li> <li>• check new procedures regularly to ensure that knowledge of changes and new requirements is maintained</li> <li>• maintain current safe practice requirements and first aid knowledge and skills to required standard</li> <li>• maintain awareness of workplace health and safety issues and arrangements within the organisation and scope of responsibilities</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• select, use and maintain appropriate workplace equipment and technology according to procedures and guidelines, including <i>corrections-specific equipment</i></li> <li>• select and check <i>personal protective clothing and safety equipment</i> to ensure it is operational prior to commencing work</li> <li>• use and maintain safety and protective clothes and equipment according to procedures and manufacturer specifications, as appropriate to duties performed</li> <li>• alert work group members and relevant personnel of <i>emergency warnings</i>, using <i>appropriate equipment and terminology</i></li> </ul>

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the correctional services industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

## Packaging Rules

### Packaging rules:

8 units of competency are required for this qualification including:

- 5 core units
- 3 elective units

Choose 3 elective units from the list below.

Alternatively, up to 2 electives may be selected from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

### Units selected should not duplicate content already covered by other units in this qualification

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

#### Core units

CSCOHS201A	Use safe work practices
CSCORG201A	Contribute to achieving the goals of the organisation
CSCORG202A	Communicate effectively
CSCSAS201A	Maintain security
PSPGOV208A	Write routine workplace materials

#### Elective units

BSBSUS201A	Participate in environmentally sustainable work practices
CSCOFM201A	Support offender services
CSCOFM202A	Monitor people in care or custody
CSCOFM203A	Maintain the health, safety and welfare of offenders
CSCSAS202A	Screen access to and exit from premises
CSCSAS203A	Maintain the security of premises
CSCSAS204A	Maintain security of the environment
CSCSAS205A	Contain incidents that jeopardise safety and security
CSCSAS206A	Respond to medical emergencies
CSCSAS207A	Operate central monitoring station
CSCTRA201A	Maintain security during escort



BSBSUS201A	Participate in environmentally sustainable work practices
CSCTRA202A	Operate security vehicles
CSCTRA203A	Navigate transport
HLTCPR201A	Perform CPR
HLTFA201A	Provide basic emergency life support