



**Australian Government**

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

# **CSC30307 Certificate III in Correctional Practice (Community)**

**Revision Number: 1**

## **CSC30307 Certificate III in Correctional Practice (Community)**

### **Modification History**

Not applicable.

### **Description**

#### **Qualification description**

This qualification covers the competencies required by staff members who will be supervising offenders directly or indirectly in the community and within specified parameters of responsibility defined by work activities or the complexity of assessed offender's needs and risks.

Electives should reflect the responsibilities of the individual and the job skills required for effective performance.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Entry Requirements**

Not applicable.

## Employability Skills Summary

### Employability skills in Certificate III in Correctional Practice

Due to the use of core units throughout the three qualifications at Certificate III level and the effective coverage of employability skills facets within those core units, this summary should be applied to all qualifications at this level. Use of specialist core and elective units within qualifications further enhances existing coverage derived from the core units.

The following table contains a summary of the employability skills required by the correctional services industry at Certificate III level. 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>• use a range of workplace communication strategies for interacting confidently with clients and colleagues</li> <li>• communicate in a culturally appropriate language and style</li> <li>• consider possible language or literacy difficulties when communicating with others</li> <li>• use verbal and non-verbal communication techniques that achieve effective and purposeful exchange of information, including:               <ul style="list-style-type: none"> <li>• effective listening and questioning</li> <li>• giving and receiving constructive feedback</li> <li>• appropriate non-verbal techniques</li> <li>• exploring options</li> <li>• encouraging positive involvement and contributions</li> <li>• identifying areas of agreement</li> <li>• recording agreements</li> <li>• culturally appropriate strategies, language and non-verbal cues</li> <li>• variety of words and language structures to explain complex ideas to different audiences</li> </ul> </li> <li>• strategies to overcome barriers to</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.
	<p style="text-align: center;">communication</p> <ul style="list-style-type: none"> <li>• take appropriate precautions and follow organisation's guidelines and procedures to ensure security of information when communicating confidential or sensitive information and when handling and storing records</li> <li>• report possible breaches of security or misuse of information through appropriate channels in a timely manner</li> <li>• record written communication in required format, style, structure and timeframe, ensuring that it complies with legislative requirements and organisational policies and procedures</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• demonstrate respect for differences in personal values and beliefs and recognise value of differences in team relationships</li> <li>• use opportunities to develop and maintain a supportive and trusting working relationship with people, consistent with organisation's philosophy, objectives, and statutory and ethical obligations</li> <li>• cooperate with others in work group, sharing knowledge to complete tasks</li> <li>• make constructive contributions to team work, providing formal and informal feedback on work group effectiveness</li> <li>• deal ethically with colleagues, offenders and members of the public</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 routine workplace problems using collaboration and assistance from colleagues</li> <li>• resolve problems according to organisational guidelines through discussion and cooperation in the work group</li> <li>• use a range of decision making or problem-solving models to resolve problems</li> <li>• record decision-making processes used to resolve problems</li> <li>• identify and resolve hazards in the workplace and report them to designated personnel according to workplace procedures</li> <li>• use customised solutions to client needs within limits of own authority and according to legislation, policy and procedures, including: <ul style="list-style-type: none"> <li>• using information to develop options for consideration and action</li> <li>• identifying ambiguity and uncertainty relating to changed roles, functions and procedures</li> <li>• using problem-focused strategies for coping</li> </ul> </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>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>• take initiative within boundaries of job description, level of authority and delegation</li> <li>• use professional and community contacts to promote a positive image of the organisation and its services</li> <li>• exercise judgment to resolve workplace issues, including impartial evaluation of conflicting requirements</li> <li>• use ethical decision-making processes and procedures</li> <li>• challenge unprofessional and inappropriate attitudes and behaviours while responding to diversity, including gender and disability</li> <li>• establish new network links with key internal stakeholders according to legislation, policies and procedures</li> <li>• seek assistance in resolving misunderstandings or conflict situations that arise within internal networks in line with principles of conflict resolution</li> <li>• provide feedback on the effectiveness of safety procedures and risk control measures to enable improvements to be made where necessary</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>Planning and organising</b>	<ul style="list-style-type: none"> <li>• contribute to planning of work unit goals and strategies consistent with departmental policy and guidelines</li> <li>• participate in routine review of security procedures and responses, risk control and workplace practices according to level of responsibility</li> <li>• prepare for, implement and monitor change and work with ambiguity in the face of change</li> <li>• identify opportunities for continuous improvement and refer for approval and action</li> <li>• contribute to participative workplace safety arrangements within organisational procedures and scope of responsibilities and competencies</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>Self-management</b>	<ul style="list-style-type: none"> <li>• work effectively by evaluating and developing own expertise, identifying career options, working within organisational structure and culture</li> <li>• manage personal work practices, behaviour and responsibilities in line with organisation's policies, procedures and code of conduct</li> <li>• maintain positive and professional personal behaviour and presentation according to organisational requirements</li> <li>• ensure individual work practices comply with workplace procedures in a manner that has regard for the work group position and organisation's structure, function, culture and vision</li> <li>• observe diversity and safety in the workplace within scope of responsibilities and competencies</li> <li>• monitor work progress relative to set goals, strategies and outcomes, including: <ul style="list-style-type: none"> <li>• identifying risks to achievement of personal work outcomes</li> <li>• managing risks according to organisational risk management requirements</li> <li>• revising work plans to attend to ongoing or new responsibilities</li> <li>• using self-reflection</li> <li>• negotiating work group tasks in accordance with individual strengths, personal preferences or development needs</li> </ul> </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>• maintain and develop workplace skills and knowledge and professional development through use of personal learning activities</li> <li>• review and assess skills and knowledge using a variety of methods to identify training needs, training opportunities, developmental opportunities or learning activities; to address those needs; and to further develop skills and knowledge</li> <li>• maintain currency of knowledge by checking for new procedures, policies, processes and guidelines to ensure that knowledge of changes and new requirements is maintained</li> <li>• set personal learning goals and monitor progress towards them, including: <ul style="list-style-type: none"> <li>• identifying career options and pathways, potential competency recognition or development opportunities and applying them according to organisational policies and procedures</li> <li>• assessing work-related competencies by reflecting on workplace experience and training</li> <li>• monitoring feedback on performance in the workplace</li> </ul> </li> <li>• seek and use feedback to continuously improve personal effectiveness in working with diversity</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>Technology</b>	<ul style="list-style-type: none"> <li>• operate workplace equipment and technology, including communication technology, security technology and information management technology</li> <li>• use a range of workplace equipment and technology for storing and retrieving data according to established procedures and guidelines, including:               <ul style="list-style-type: none"> <li>• computer networks and information systems</li> <li>• radio and communication equipment</li> <li>• restraint equipment</li> <li>• security monitoring equipment</li> <li>• office technology</li> <li>• motor vehicles</li> </ul> </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

16 units of competency are required for this qualification including:

- 10 core units
- 6 elective units

Choose 6 elective units from the list below. Alternatively, up to 3 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**

CSCORG201A	Contribute to achieving the goals of the organisation
CSCORG202A	Communicate effectively
CSCORG301A	Prepare reports
CSCSAS201A	Maintain security
PSPOHS301A	Contribute to workplace safety
CSCOFM306A	Supervise offenders in the community
CSCOFM307A	Support offender to maintain positive relationships
CSCOFM308A	Promote cooperative behaviour
CSCORG302A	Prepare reports for justice agencies
CSCORG303A	Conduct interviews

**Elective units**

BSBSUS201A	Participate in environmentally sustainable work practices
CHCCM401D	Undertake case management
CSCOFM203A	Maintain the health, safety and welfare of offenders
CSCOFM301A	Protect the safety and welfare of vulnerable offenders
CSCOFM302A	Protect the safety and welfare of Aboriginal and Torres Strait offenders
CSCOFM303A	Respond to offenders influenced by drugs or alcohol
CSCOFM304A	Protect the safety and welfare of young offenders
CSCOFM305A	Supervise offenders
CSCOFM309A	Process offender induction
CSCSAS206A	Respond to medical emergencies
CSCSAS305A	Supervise attendance at court
CSCSAS306A	Manage conflict through negotiation
HLTFA301B	Apply first aid

BSBSUS201A	Participate in environmentally sustainable work practices
HLTFA302A	Provide first aid in remote situation
MSL954001A	Obtain representative samples in accordance with sampling plan
PRMPFES05B	Use portable fire fighting equipment
PSPGOV308B	Work effectively with diversity
PSPGOV301B	Work effectively in the organisation
PSPGOV312A	Use workplace communication strategies
TAADEL301C	Provide training through instruction and demonstration of work skills