



Australian Government

Department of Education, Employment and Workplace Relations

CSC40107 Certificate IV in Correctional Practice

Revision Number: 1

CSC40107 Certificate IV in Correctional Practice

Modification History

Not applicable.

Description

Qualification description

This qualification covers the competencies allowing experienced staff to reflect advanced practice and greater team leadership roles. It allows staff to achieve recognition for specialist organisational roles and for pathways into management roles and cross-sector specialisations.

Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual. 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 CSC40107 Certificate IV in Correctional Practice

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
Communication	<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"> • use advanced communication strategies for interacting with internal and external clients, colleagues and managers requiring security of information • use a wide range of communication styles that respect and reflect the diversity of the workplace and client groups • communicate using language and styles that take into account workplace diversity; adapting communication styles to the audience • communicate in a manner that is sensitive to special needs, such as language and literacy issues • use expression and language that is clear, concise and appropriate to the occasion and requirements • implement consultation processes to encourage employees to contribute to issues related to their work • relay feedback in regard to work team outcomes • ensure information is correct and authorised when communicating with the public and other services • follow policies and procedures that comply with legislation and organisational guidelines to maintain security, integrity and confidentiality of information • collect, organise, record and report information according to organisational procedures and defined guidelines, using a

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
	range of standard and complex information systems
Teamwork	<ul style="list-style-type: none"> • contribute to development and maintenance of workplace relationships and networks that provide identifiable benefits for work group and organisation • contribute to a productive and harmonious work environment by completing tasks and contributing to team goals in a constructive and cooperative manner • regularly review workplace outcomes for possible improvement, through consultation • represent and promote organisation in a manner consistent with organisation's philosophy, objectives and statutory and ethical obligations • promote workplace diversity and its contribution to effective work practices • contribute to diversity outcomes, demonstrating respect for differences in personal values • use collaborative planning to integrate individual plans, build working relationships, identify work methods and practices, and negotiate goals and outcomes to implement plans in consultation with others • provide feedback to work group members in regard to quality of client service delivery • encourage others to comply with legislative requirements, including taking action on non-compliance • encourage identification and acknowledgement of problems and issues likely to impact on work group

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
Problem solving	<ul style="list-style-type: none"> • implement and review client and offender services • assess client and offender needs • address complex workplace issues, managing conflict and workplace performance relevant to level of responsibility • identify, evaluate and resolve problems through discussion, negotiation, consultation and cooperation in the work group • take action to rectify problems within scope of organisational requirements and relevant legislation • deliver and monitor service to clients and offenders, identifying and understanding client and offender needs that influence service requirements • identify and define special needs, including: <ul style="list-style-type: none"> • identifying areas of risk or concern • delivering tailored services • monitoring, improving and reviewing service delivery • collect and analyse information to achieve work unit objectives and meet client needs, including: <ul style="list-style-type: none"> • identifying and collecting information • analysing and interpreting information • developing and applying workable solutions • presenting and maintaining information • ensuring contradictions, inconsistencies and lack of clarity are identified and addressed to ensure reliability of information • resolve difficult interpersonal situations and address conflicts that may arise in

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
	day-to-day work activities, including: <ul style="list-style-type: none"> • identifying cause of conflict • establishing and implementing strategies for dealing with conflict • evaluating response and outcomes • ensure strategies for resolution of conflict take account of social and cultural differences and are in line with organisational policies and procedures • identify existing and potential hazards in the work area and ensure they are dealt with and reported to designated personnel according to workplace procedures
Initiative and enterprise	<ul style="list-style-type: none"> • interact with professional and community contacts in a manner that ensures a professional and positive image of organisation, its services and its staff • challenge behaviour and attitudes that are inconsistent with this image, or are unprofessional or inappropriate • formulate conclusions, recommendations and outcomes consistently using available information that has been consulted upon and validated • justify conclusions with evidence and present them in a suitable style and format • identify, value and respond to diversity within the workplace in accordance with legislation, policy and guidelines

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
Planning and organising	<ul style="list-style-type: none"> • develop and implement work unit plans at both the work unit and individual level to achieve results through planning • participate in the planning activities of work unit, preparing individual work plans, and implementing and evaluating work plans • plan and organise inquiries, ensuring information is prepared accurately and in a timely manner • organise available resources at a senior operative rather than managerial level to facilitate achievement of work unit objectives • acquire and apply available resources, monitoring and reporting on resource usage and maintaining resources • apply relevant legislation, including OHS and environmental requirements in the context of resource usage, storage and maintenance • implement processes to ensure that issues raised within work group are resolved promptly or referred to relevant personnel • explore work group diversity to identify attributes that may be of benefit to organisation • determine purpose, process and expectations of inquiries, negotiating agreement of these with key people • gather information from a variety of sources and check for validity, accuracy and relevance • gather, sort, collate and prioritise information according to purpose and issues of the inquiry

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
Self-management	<ul style="list-style-type: none"> • maintain behaviour and presentation that presents organisation and service in a positive and professional manner and promotes aims and objectives through consistency of conduct • treat internal and external contacts with integrity, respect and empathy • use organisation's social, ethical and business standards to develop and maintain effective relationships • build trust and confidence of colleagues, clients and outside contacts through competent performance • ensure compliance with public sector legislation, policies and guidelines relating to workplace diversity, and reflect and demonstrate these in personal conduct • ensure work practices acknowledge and reflect workplace diversity and benefit workplace activities, stakeholder relationships and outcomes

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
Learning	<ul style="list-style-type: none"> • review and assess skills and knowledge and make use of training opportunities to develop own personal performance • maintain currency of knowledge by reviewing new procedures and seeking contributions from internal and external sources regarding development and refining of new ideas and approaches • seek and use feedback from clients, work group and supervisors to improve personal effectiveness • guide and support colleagues in workplace learning • identify learning from workplace experiences, share outcomes with others and transfer them to other initiatives • identify and promote training and awareness programs to encourage and support skills development and advanced practice of others
Technology	<ul style="list-style-type: none"> • use a range of workplace equipment and technology for a variety of applications according to procedures and guidelines • use a range of specific equipment and technology as required by specialist functions, including: <ul style="list-style-type: none"> • security monitoring devices • screening devices • restraint equipment • defensive tactics equipment • firearms • search equipment • protective equipment

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

18 units of competency are required for this qualification including:

- 5 core units
- 13 elective units

Choose 13 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

BSBWOR401A	Establish effective workplace relationships
CSCORG402A	Gather and report complex information
CSCSAS201A	Maintain security
PSPGOV308B	Work effectively with diversity
PSPOHS301A	Contribute to workplace safety

Elective units

Group A electives (General offender management)

CHCCM401D	Undertake case management
CSCINT404A	Assess offender risks and needs
CSCOFM203A	Maintain the health, safety and welfare of offenders
CSCOFM308A	Promote cooperative behaviour

Group A electives (General offender management)

CSCOFM309A	Process offender induction
CSCORG303A	Conduct interviews
CSCSAS402B	Manage threatening behaviour

Group B electives (Case management)

CHCCM402D	Establish and monitor a case plan
CSCOFM307A	Support offender to maintain positive relationships
CSCOFM401A	Implement planned approach to offender management
CSCOFM404A	Provide guidance and counsel
CSCORG302A	Prepare reports for justice agencies
CSCORG404A	Organise and chair meetings
CSCORG405A	Establish and maintain networks
CSCORG406A	Manage activities to meet client requirements

Group C electives (Safety and security)

CSCSAS304A	Monitor control room operations
CSCSAS401A	Monitor and review security systems
CSCSAS306A	Manage conflict through negotiation
CSCTRA401A	Plan and monitor escorts

Group A electives (General offender management)**Group D electives (Supervision)**

BSBFLM404A	Lead work teams
BSBWOR402A	Promote team effectiveness
BSBWOR404B	Develop work priorities
BSBCMN412A	Promote innovation and change
CSCOHS401A	Supervise occupational health and safety practices
CSCORG407A	Coordinate a work team
PUALAW001B	Protect and preserve incident scene

Group E electives (Emergency response)

CSCSAS402B	Manage threatening behaviour
CSCSAS403A	Provide emergency response to dangerous incidents
PUAEMR005B	Design and manage activities which exercise elements of emergency management
PUAEMR006B	Treat risk at an operational level
PUAEQU001B	Prepare, maintain and test response equipment
PUALAW001B	Protect and preserve incident scene
PUAOPE001B	Supervise response

Group A electives (General offender management)**Group F electives (Canine operations)**

CSCDH401A	Manage dogs for security purposes
CSCDH402A	Maintain the health and welfare of dogs
CSCDH403A	Prepare stimulus aids for use with dogs
CSCDH404A	Select dogs
CSCDH405A	Train detector dogs
CSCDH406A	Train dogs for response and control
CSCDH407A	Train dogs in agility work

Group G electives (Court operations)

CSCSAS305A	Supervise attendance at court
PSPCRT401C	Carry out court orderly functions
PSPCRT410B	Provide court support to Indigenous clients

Group H electives (Official inquiries)

CSCORG403A	Report to a formal inquiry
PSPREG410B	Give evidence
PUALAW003B	Give evidence in a judicial or quasi-judicial setting
PUALAW004B	Represent the organisation in a judicial or quasi-judicial setting

Group A electives (General offender management)**Group I electives (Investigation and intelligence)**

PUALAW001B	Protect and preserve incident scene
PUALAW002B	Conduct initial investigation at incident scene
PUAPOL024B	Conduct investigations
PUAPOL034B	Analyse information

Group J electives (Program intervention)

CSCINT401A	Negotiate behaviour change
CSCINT402A	Assist offenders to change behaviour
CSCINT403A	Assist offenders to change drug and alcohol use
CSCINT404A	Assess offender risks and needs
CSCOFM308A	Promote cooperative behaviour
CSCINT405A	Support group activities
CHCCS403B	Provide brief intervention
CHCDFV301A	Recognise and respond appropriately to domestic and family violence
CHCDFV402C	Manage own professional development in responding to domestic and family violence
CHCDFV509C	Work with users of violence to effect change
CHCAOD510A	Work with clients
CHCC419B	Provide support services to clients

Group A electives (General offender management)**Group K electives (Working with special needs and diversity)**

CHCAOD402A	Work effectively in the alcohol and other drugs sector
CHCMH301A	Work effectively in mental health
CSCOFM301A	Protect the safety and welfare of vulnerable offenders
CSCOFM302A	Protect the safety and welfare of Aboriginal and Torres Strait offenders
CSCOFM304A	Protect the safety and welfare of young offenders
CSCOFM402A	Provide support to offenders in Aboriginal and Torres Strait communities
PSPCRT410B	Provide court support to Indigenous clients

Group L electives (Miscellaneous units)

BSBSUS301A	Implement and monitor environmentally sustainable work practices
CSCSAS404A	Use firearms
HLTFA301B	Apply first aid
MSAPMOHS216A	Operate breathing apparatus
PSPGOV414A	Provide workplace mentoring
PSPREG417A	Undertake compliance audits
CHCDIS301A	Work effectively with people with a disability