



**Australian Government**

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

# **CSCOFM201A Support offender services**

**Revision Number: 2**

## CSCOFM201A Support offender services

### Modification History

CSCOFM201A Release 2: Layout adjusted. Minor revisions to required knowledge.  
CSCOFM201A Release 1: Primary release.

### Unit Descriptor

This unit of competency describes the outcomes required to provide administrative support to offender services in correctional centres.

### Application of the Unit

This unit applies to correctional services staff working with offenders in custody or in community services.  
Customisation will be required to accommodate the different work sites and defined work role contexts in which this unit will be applied.

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

### Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element.  
Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### 1 Match service to offenders' needs.

- 1.1 Check and confirm offender files for accurate and relevant information on offender needs and circumstances.
- 1.2 Check and confirm information on available offender *services*, and use this to match suitable and effective services with offenders.
- 1.3 Identify the particular needs of offenders to ensure that services are clearly targeted.
- 1.4 Process requests from offenders and confirm service suitability from a defined range of options.
- 1.5 Report difficulties in matching offenders with *support services* to supervisor.

#### 2 Support service.

- 2.1 Ensure that services are suitable to the needs and circumstances of offenders and are provided within determined timeframes.
- 2.2 Respond to inquiries promptly and according to accepted practice and standards.
- 2.3 Ensure services are adjusted to meet special needs of offenders within approved allowances.
- 2.4 Deal with difficult complaints and situations promptly, respectfully and according to procedures.
- 2.5 Maintain confidentiality of information according to information management procedures.
- 2.6 Process information from services to contribute to the evaluation of services to offenders.

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

### Required skills:

- presenting and behaving in a way that meets the organisation's code of conduct when in contact with offenders and the public
- managing complaints and handling difficult clients and conflict situations
- maintaining a positive and confident image with colleagues, offenders and the public in response to inquiries
- maintaining information and records of offender and service activities and compliance
- matching services to offender needs
- using the offender information management system.

### Required knowledge:

- offender services and programs and the processes and procedures for their allocation
- an awareness of organisation's policies, procedures and regulations related to client services and administrative support
- organisation's code of conduct
- job description and work contract
- individual, colleague and team roles and responsibilities
- an awareness of organisation's management, performance management and accountability structure
- an awareness of procedures covering the administration of offender information and organisational information management system with an awareness of environmental and/or sustainable factors.

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### Overview of assessment

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit.

### Context of and specific resources for assessment

This unit contains a wide range of variables to reflect the diverse nature of offender supervision and the different services provided in and for correctional services. Selection from the range of variables will reflect the specific requirements of the work site and the defined work role.

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual supporting offender services as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to supporting offender services
- access to appropriate learning and assessment support when required.

### Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors

and colleagues.

### Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

***Services*** to clients will include those services authorised by the organisation and within the responsibility of the applicant relevant to work roles, including:

- information and advice
- administration and information processing
- maintenance of offender information
- processing of service agreements and allocations
- offender property and finances
- liaison with community agencies
- liaison with family support.

***Support services*** may be provided to:

- offenders in custodial centres
- offenders under community corrections supervision
- offenders in home detention
- offenders under alternative sentence programs
- representatives from service agencies
- members of the community and community organisations
- family of offenders
- advocates for offenders.

## Unit Sector(s)

Offender management.

## **Competency field**

Not applicable.

## **Co-requisite units**

Not applicable.