



Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM307A Support offender to maintain positive relationships

Revision Number: 2

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Modification History

CSCOFM307A Release 2: Layout adjusted. No changes to content.
CSCOFM307A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to provide guidance and role models to the offender being supervised in a correctional environment in order to maintain positive and supportive relationships, while maintaining support from family and the general community.

Application of the Unit

This unit applies to correctional services staff working with offenders in prisons, secure custodial centres or within the community. With changes based on different organisation's needs, it can apply to workers in juvenile detention, immigration detention or other contexts where working with detained persons is part of the work role. 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 Encourage maintenance of relationships.	<p>1.1 Encourage and assist offender to maintain contact with family, friends and support according to <i>services and resources</i> available.</p> <p>1.2 Assist contacts between offender and networks in the community according to organisation procedures.</p> <p>1.3 Refer family problems that require the involvement of the offender to relevant support and specialist staff and agencies.</p> <p>1.4 Refer offender and family to suitable specialists according to the nature and urgency of the needs.</p> <p>1.5 Make contact with offender's family and friends or supporters according to offender's interests, procedures and organisational practice.</p> <p>1.6 Assist offender to develop and maintain appropriate relationships with officers, services agencies and personal support.</p> <p>1.7 Encourage offenders to manage themselves and their relationships confidently and productively.</p> <p>1.8 Provide support to offender in a manner that maintains the integrity of self-management and personal dignity.</p>
2 Maintain professional relationship with offenders.	<p>2.1 <i>Communication</i> with offender is clear and appropriate to the offender's needs and circumstances.</p> <p>2.2 Respond to offender's requests and concerns positively, appropriately and consistently.</p> <p>2.3 Maintain <i>confidentiality and discretion</i> according to procedures and individual agreements with offender.</p> <p>2.4 Acknowledge and support offender's rights and options consistent with policies, orders and <i>relevant legislation</i>.</p>

Required Skills and Knowledge

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

Required skills:

- supporting offenders from different cultural backgrounds
- supporting offenders according to offender and case management objectives, needs, risks and individual circumstances
- supporting vulnerable offenders and offenders with special needs and risks
- communicating effectively with a range of people from diverse backgrounds
- identifying personal values and their impact on performance.

Required knowledge:

- organisation's policies, guidelines and procedures related to offender management and support
- relevant statutory responsibilities related to management of and support for offenders, court orders, code of conduct, organisational procedures, Criminal Justice codes, offender services and programs
- principles of effective communication
- general counselling strategies and techniques
- organisational reporting procedures and practice
- support services and specialists and their guidelines for access and service provision
- aspects of human behaviour and development related to offending and relationships
- principal and relevant cultural practices and customs of the community.

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 working with offenders 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 offenders effectively 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 offenders
- 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 and resources may include:

- social and welfare worker
- medical services
- drug or alcohol services
- intervention and behaviour management programs
- counsellor
- religious and spiritual adviser
- program coordinator
- case manager and case management team
- Aboriginal and Torres Strait Island liaison
- specialist cultural liaison and support
- welfare organisations
- legal advice
- education, training and skills development
- recreation and sporting groups
- employment and career development.

Communication with offender may include instances of the following methods:

- formal and informal meetings
- interviews
- counselling
- receiving and conveying information and advice
- receiving grievances and complaints
- one-to-one, groups and public
- oral and written
- internal and external to the organisation
- recording and reporting
- conflict resolution and tactical communication.

Confidentiality and discretion will include:

- security of personal information
- selection of other people to be informed
- location and timing of communication
- nature of follow up
- nature of the information
- agreement with offenders, colleagues and policies.

Relevant legislation may include federal, and state or territory legislation relevant

- management of services to offenders or case management
- Criminal Justice Acts

to:

- community and alternative sentencing conditions
- code of conduct
- confidentiality and freedom of information
- statutory requirements, such as duty of care.

Unit Sector(s)

Offender management.

Competency field

Not applicable.

Co-requisite units

Not applicable.