



Australian Government

Department of Education, Employment and Workplace Relations

CSCORG405A Establish and maintain networks

Revision Number: 2

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Modification History

CSCORG405A Release 2: Layout adjusted. No changes to content.

CSCORG405A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to identify and interact with agencies within the criminal justice system and in the community in order to establish and maintain networks that enable a more comprehensive and coordinated provision of service and community information. The unit includes identifying professional interests and resources, and promoting awareness of the service and its purpose.

Application of the Unit

In practice, establishing and maintaining networks overlap with other generalist or specialist work activities such as using workplace communication strategies, organising and chairing meetings, handling information, using resources, etc.

This unit applies to candidates with both general and specialist competencies from the range of occupational areas. The unit applies to the work required to deliver services for offenders in the community or where the community provides external support and involvement. It applies to case management, which includes a significant component of external agency support and provision of service.

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 Identify professional interests and resources.	1.1 Identify <i>key internal and external stakeholders</i> and their needs, expectations and roles in the provision of services for offenders. 1.2 Monitor information about the range of services available in the community and review the information for relevance and currency. 1.3 Maintain and consult a comprehensive and accurate record of organisation and community resources. 1.4 Identify common and complementary interests and confirm with other services and agencies. 1.5 Consult colleagues and key people and exchange information relevant to shared interests.
2 Promote awareness of the service and its purpose.	2.1 Create formal and informal opportunities to provide positive and accurate information about the objectives and outcomes of the service and to encourage support. 2.2 Provide information to relevant agencies and key people to enable a supportive attitude towards service and offender issues. 2.3 Ensure that information on service policies and goals is accurate and complies with <i>legislation, organisational policy and procedures</i> . 2.4 Research information about changes and current trends in community and service attitudes and analyse to inform action and reports.
3 Develop networks.	3.1 Establish <i>network</i> links with a comprehensive range of services and agencies according to community and organisational protocol and practice. 3.2 Use <i>network strategies</i> to maintain effective working relationships with key people in agencies and services. 3.3 Identify other agencies' principles, objectives and guidelines and confirm common and complementary purpose. 3.4 Identify support and referral requirements of other agencies and check for consistency and mutual interest and priorities. 3.5 Anticipate the issues of other agencies in regard to the justice system and contact with offenders, and address these positively, honestly and respectfully. 3.6 Use information about existing services in the design

ELEMENT**PERFORMANCE CRITERIA**

and development of offender management programs and for specific projects.

3.7 Conduct contact with other agencies through appropriate and agreed forums.

Required Skills and Knowledge

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

Required skills:

- applying legislation, regulations and organisational policies, procedures and practices relating to the protocol and guidelines that determine contact with other agencies, services and the wider community
- using interpersonal and group communication with diverse internal and external networks, including negotiation, consultation and liaison
- using formal and informal organisational communication channels
- identifying and obtaining assistance to resolve conflicts in a networking context
- applying procedures relating to occupational health and safety, equal employment opportunity, equity and diversity in the context of networking
- promoting a positive and cooperative image of the organisation and its services.

Required knowledge:

- legislation, regulations, policies and procedures relating to the protocols and guidelines that determine contact with other agencies and services
- organisation structures and protocols, including knowledge of services and programs of the organisation
- key people and service agencies in the community related to services and support for offenders
- organisational and community communication channels
- principles of conflict resolution
- range of effective communication strategies for cooperative and inter-agency decision making
- organisation's code of conduct
- organisation's offender management policies, procedure and protocols

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

This unit should be assessed in the workplace and assessment should include the opportunity to demonstrate evidence from work in the wider community. Evidence should be gathered over time in a range of contexts to ensure the candidate can achieve the unit outcome and apply the competency in different situations or environments.

Evidence will be required of performance in a range of variables required by the work site and the defined work role and responsibilities.

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
- ability to establish and maintain networks in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

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 when building and maintaining networks, including coping with difficulties, irregularities and breakdowns in routine
- copies of legislation, policies, procedures and guidelines relating to internal and external networks
- access to appropriate learning and assessment support when required.

Method of assessment

Evidence must include observation and information generated in the workplace as well as observation of performance in routine work functions or, where this is not possible, in a simulated exercise.

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
- case studies
- scenarios
- simulations or role plays.

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.

Key internal and external stakeholders may include:

- colleagues
- supervisors
- senior managers within the organisation
- representatives from other services and support agencies with an interest in the needs of offenders
- generic community services
- specialist community services, including those for different cultural groups
- criminal justice agencies
- key community representatives
- professional associations and connections
- offender and case management teams.

Legislation, organisational policy and procedures may include:

- federal, and state or territory legislation and regulations, such as:
 - public sector management Acts
 - financial management Acts
 - privacy legislation
 - equal employment opportunities, anti-discrimination and harassment legislation
 - consumer legislation
 - environment legislation
- risk management guidelines
- ethics and code of conduct
- public sector standards
- fraud control standards
- government security standards
- organisational protocols
- organisation's environmental and sustainability practices.

Networks may include:

- formal or informal networks
- circulation lists
- virtual communities, such as e-networks.

Network strategies may include:

- maintaining regular contact
- individual marketing

- distribution of materials
- participation in teams
- volunteering to participate in special projects
- organising and participating in team-building or social events.

Unit Sector(s)

Organisational administration and management

Competency field

Not applicable.

Co-requisite units

Not applicable.