



**Australian Government**

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

# **CSCORG603A Manage the delivery of a quality correctional service**

**Revision Number: 2**

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### **Modification History**

CSCORG603A Release 2: Layout adjusted. No changes to content.  
CSCORG603A Release 1: Primary release.

### **Unit Descriptor**

This unit of competency describes the outcomes required to respond to the needs of existing and new clients within complex or changing circumstances.  
The unit is a generic management unit that will require contextualisation to reflect the design and nature of organisation structures and service standards and management.

### **Application of the Unit**

This unit applies to applicants with general management competencies from a range of occupational areas.

### **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
<b>1 Analyse service needs.</b>	<p>1.1 Research information on the history, profiles and needs of <i>clients</i> using a range of accurate and reliable information.</p> <p>1.2 Develop and maintain relevant and accurate records of needs.</p> <p>1.3 Identify and review service requirements routinely to ensure that needs will be met through new and expanded <i>services</i>.</p> <p>1.4 Respond to feedback with positive, flexible options and proposals for improvements.</p>
<b>2 Provide and review services.</b>	<p>2.1 Provide clients with relevant and current information about the services of the organisation designed to promote the organisation in a positive way.</p> <p>2.2 Negotiate mutually agreed service delivery contracts and conditions and adjust according to changes in the analysis of needs and resources.</p> <p>2.3 Identify individual differences and special needs and consider these in service design.</p> <p>2.4 Review service delivery to ensure that it reflects current best practice.</p> <p>2.5 Identify problems in service delivery through consultation and feedback obtained on services, and negotiate improvements.</p>
<b>3 Promote service.</b>	<p>3.1 Promote and market service to potential clients to ensure that the benefits and costs are clearly presented.</p> <p>3.2 Identify potential areas of difficulty in service and recommend solutions and a range of service options.</p> <p>3.3 Resolve concerns about the service and refer complaints of a serious nature for resolution at a senior or specialist level.</p> <p>3.4 Assist service users to identify their needs and select the most suitable available service.</p>
<b>4 Develop and enhance service.</b>	<p>4.1 Check that changes to service are within policy and budgetary frameworks.</p> <p>4.2 Use relevant information relating to demand and trends to review client service delivery.</p> <p>4.3 Use information on products and services to match client needs and service delivery.</p> <p>4.4 Develop performance indicators to monitor client</p>

**ELEMENT****PERFORMANCE CRITERIA**

service delivery and to set standards for best practice service delivery.

**Required Skills and Knowledge**

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

**Required skills:**

- establishing and maintaining a network of current and potential service users
- incorporating the requirements of specific groups into service design and delivery
- interpreting feedback from clients and service users
- reviewing service design and delivery in conjunction with user needs, circumstances, feedback and outcomes.

**Required knowledge:**

- legislative and regulatory frameworks influencing provision of services in correctional organisations
- current developments in effective service delivery in correctional services
- current quality assurance commitments and processes
- current performance management systems, policies and processes
- marketing and promotion techniques
- organisation's environmental and sustainability practices.

## 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
- ability to manage service delivery in a correctional setting 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 by an individual responsible for managing service delivery in a correctional setting, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to the management and delivery of correctional 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.

***Clients*** can include:

- community agencies and groups
- other services or management units of the agency
- agents of government departments
- contracting agencies
- service purchaser
- commercial organisations
- offenders with specific needs.

Client ***services*** will be:

- specific to organisation, agency mandate and client functions within a correctional organisation.

**Unit Sector(s)**

Organisational administration and management.

**Competency field**

Not applicable.