



**Australian Government**

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

# **CSC50112 Diploma of Correctional Administration**

**Release 2**

## CSC50112 Diploma of Correctional Administration

### Modification History

Release	TP Version	Comments
2	CSC12 V1.1	Equivalent imported electives updated.
1	CSC12 V1	Primary release. New elective stream added for Intelligence. Imported units updated. Equivalent to CSC50107 from CSC07 V1.2.

### Description

This qualification allows for the achievement of general competencies and also specialisation in Intelligence operations.

The generalist qualification reflects the advanced skills that can operate across sectors and services. The qualification is designed to allow flexibility in the selection of core and optional units to promote broader organisational responsibilities.

Electives should reflect the responsibilities of the individual and the job skills required for effective performance.

The Intelligence stream reflects the skills required by Intelligence Officers operating in a corrections environment to interact with human sources, analyse intelligence information gathered through human sources and develop standardised intelligence products.

#### **Additional qualification advice**

Where a specialist qualification is undertaken as described below, an additional descriptor may be added to this qualification to illustrate the particular skills focus or discipline e.g. intelligence. For further information, see .

### Pathways Information

Not applicable.

### Licensing/Regulatory Information

Not applicable.

### Entry Requirements

Not applicable.

## Employability Skills Summary

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.

<b>Skill</b>	<b>Facets</b> Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
<b>Communication</b>	<ul style="list-style-type: none"> <li>• use complex communication strategies for interacting with internal and external clients, colleagues and managers, including:               <ul style="list-style-type: none"> <li>• preparing for complex communication</li> <li>• analysing and responding to opinions</li> <li>• presenting a convincing argument</li> <li>• developing a range of communication strategies</li> </ul> </li> <li>• develop and implement consultation processes to ensure that employees have the opportunity to contribute to work-related issues</li> <li>• provide feedback on outcomes of consultation process</li> <li>• negotiate as an individual or as a member of a negotiating team, including planning for, conducting and finalising negotiation outcomes</li> <li>• apply a range of complex communication techniques, including:               <ul style="list-style-type: none"> <li>• applying legislation, regulations and policies relating to communication</li> <li>• analysing and using language structures and features that influence the interpretation of spoken communication</li> <li>• interacting confidently with groups in formal and informal workplace situations</li> <li>• speaking with confidence and listening critically</li> <li>• clarifying meaning and exploring issues</li> <li>• problem solving</li> <li>• responding to diversity, including gender and disability</li> </ul> </li> <li>• use reading and writing at a level to cope with a range of complex and sensitive workplace materials, including:               <ul style="list-style-type: none"> <li>• critically analysing and synthesising information to compose complex written documents</li> <li>• refining content, structure and sequence according to required purpose of written material</li> <li>• providing feedback on other people's work in ways suited to diversity of workplace</li> <li>• creating learning opportunities to improve research and</li> </ul> </li> </ul>

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<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• supervise and manage performance in line with organisation's performance management system, including:             <ul style="list-style-type: none"> <li>• linking work activities to organisational goals</li> <li>• setting performance expectations</li> <li>• measuring performance achievements</li> <li>• negotiating performance and development plans</li> <li>• identifying skill shortages and staff development needs</li> <li>• promoting a positive work environment by identifying and counselling inappropriate behaviour</li> </ul> </li> <li>• achieve operational results and effective working relationships through leadership, feedback and support of individuals, including:             <ul style="list-style-type: none"> <li>• facilitating commitment to objectives and required standards</li> <li>• contributing to development of a cooperative and high performance work group</li> <li>• giving and receiving feedback on performance</li> <li>• supporting and participating in development activities</li> <li>• promoting achievements</li> <li>• supporting and reinforcing productive and effective behaviour</li> </ul> </li> <li>• providing leadership, direction and guidance</li> </ul>
<p><b>Problem solving</b></p>	<ul style="list-style-type: none"> <li>• monitor problems in implementing work plans</li> <li>• propose and implement solutions to resolve problems</li> <li>• implement change management processes</li> <li>• implement workplace diversity strategies to promote diversity through the development of effective and inclusive work practices</li> <li>• generate new ideas</li> <li>• improve organisation's responsiveness to the community, including:             <ul style="list-style-type: none"> <li>• providing diversity input to strategies, policies and plans</li> <li>• attracting and developing a diverse workforce</li> <li>• monitoring diversity outcomes</li> </ul> </li> <li>• establish processes and systems to manage conflict in the workplace, including:             <ul style="list-style-type: none"> <li>• identifying and assessing conflict situations</li> <li>• implementing strategies to resolve conflict</li> <li>• monitoring situations</li> </ul> </li> <li>• coordinate risk management, including:             <ul style="list-style-type: none"> <li>• maintaining infrastructure and processes</li> <li>• supporting staff to manage risk</li> <li>• facilitating risk recovery</li> <li>• monitoring and reviewing risk management</li> </ul> </li> <li>• develop and implement strategies to ensure that difficulties are</li> </ul>

	identified and analysed, and an action plan developed to rectify the situation, in accordance with organisational requirements and relevant legislation
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<p><b>Initiative and enterprise</b></p>	<ul style="list-style-type: none"> <li>• contribute to organisational goals and principles</li> <li>• design, implement and document researched and ethical processes</li> <li>• promote service quality</li> <li>• achieve operational results and effective working relationships through leadership, feedback and support of individuals in the workplace</li> <li>• apply team-building strategies to achieve strengthened individual and team commitment to organisational vision and work unit goals</li> <li>• contribute to development of a cooperative, high-performance work group</li> <li>• give and receive feedback on performance</li> <li>• support and participate in development activities</li> <li>• provide leadership, direction and guidance</li> <li>• facilitate and manage workplace change, including:             <ul style="list-style-type: none"> <li>• planning for the introduction of change</li> <li>• dealing with emerging challenges and opportunities</li> <li>• resolving ambiguity in the change process</li> </ul> </li> <li>• develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management, including:             <ul style="list-style-type: none"> <li>• identifying impact of own emotions on others</li> <li>• recognising and appreciating emotional strengths and weaknesses of others</li> <li>• promoting development of emotional intelligence in others</li> <li>• using emotional intelligence to maximise team outcomes</li> </ul> </li> </ul>
<p><b>Planning and organising</b></p>	<ul style="list-style-type: none"> <li>• provide leadership to planning activities of work unit</li> <li>• establish and implement policies and procedures</li> <li>• plan and organise responses to workplace situations</li> <li>• identify service requirements to meet client needs, including:             <ul style="list-style-type: none"> <li>• analysing client needs</li> <li>• reviewing client service</li> <li>• promoting, developing and enhancing client services</li> </ul> </li> <li>• coordinate and monitor available resources to achieve work unit outcomes, including:             <ul style="list-style-type: none"> <li>• allocating available resources</li> <li>• monitoring and evaluating resource usage</li> <li>• reporting on resource usage</li> <li>• conduct ongoing strategic and operational planning and implementation to ensure that effective internal and external workplace relationships are developed and maintained</li> </ul> </li> <li>• conduct evaluation relevant to range of workplace processes and outcomes, including:</li> </ul>

	<ul style="list-style-type: none"> <li>• identifying evaluation purpose</li> <li>• identifying evaluation process and tools</li> <li>• carrying out evaluation</li> <li>• analysing results</li> <li>• reporting outcomes and recommending actions</li> <li>• develop and implement policies and procedures to ensure that: <ul style="list-style-type: none"> <li>• issues raised are resolved promptly</li> <li>• input from internal and external sources is sought and valued in developing new ideas and approaches</li> </ul> </li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• actively manage own career to meet goals and achieve life plans, including identifying current career strengths</li> <li>• identify and map career opportunities</li> <li>• develop and implement career plans and monitor progress</li> <li>• contribute to others' career management</li> </ul> <p>adjust interpersonal styles and methods to suit organisation's social and cultural environment and guide and support colleagues in their personal adjustment process</p> <ul style="list-style-type: none"> <li>• make decisions and take actions in accordance with personal and professional values, ethics and legal obligations</li> <li>• develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management, including: <ul style="list-style-type: none"> <li>• identifying impact of own emotions on others</li> <li>• recognising and appreciating emotional strengths and weaknesses of others</li> <li>• promoting development of emotional intelligence in others</li> <li>• using emotional intelligence to maximise team outcomes</li> </ul> </li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>• identify skill shortages and implement staff development learning opportunities to address these</li> <li>• provide support for and develop a workplace learning environment</li> <li>• conduct a performance management process for others as well as personal career and skills development</li> <li>• promote and support coaching and mentoring in the organisation</li> <li>• promote the benefits of learning within the workplace</li> <li>• negotiate with training and development specialists to provide learning that enhances individual, team and organisational performance</li> <li>• manage and develop performance through a range of learning and development strategies</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• identify equipment and technology requirements and use information technology to access and manipulate a range of data</li> <li>• analyse, collect, store and present data</li> </ul>



	<ul style="list-style-type: none"><li>• identify, monitor, evaluate and report on resource usage, including the application of appropriate technology to resource usage</li><li>• use computer applications for information generation, management, storage and security</li></ul>
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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

8 units of competency are required for this qualification including:

- 2 core units
- 6 elective units

Choose a minimum of 4 elective units from the list below.

Choose the remaining 2 elective units from the list below **or** from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

All elective units selected from outside this qualification must be from an equivalent qualification level or higher.

### Specialist qualification

8 units of competency are required for this specialist qualification including:

- 2 core units
- 4 specialisation units from Group A, plus
- 2 elective units from Group B

Choose the elective units from the list below. Alternatively, up to 2 electives may be selected from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

All elective units selected from outside this qualification must be from an equivalent qualification level or higher.

**Elective units selected must not duplicate content already covered by other units in this qualification.**

### Core units

CSCORG501A	Use information to make critical decisions
CSCORG509	Manage effective workplace relationships

### Group A: Intelligence units *(all units required for specialisation)*

BSBRSK401A	Identify risk and apply risk management processes
CSCITL501	Manage human sources
CSCITL502	Analyse information
CSCITL503	Produce and review standard intelligence products

### Group B: General elective units

BSBHRM402	Recruit, select and induct staff
BSBINM501A	Manage an information or knowledge management system
BSBLED501A	Develop a workplace learning environment
BSBMGT516C	Facilitate continuous improvement

BSBPMG510A	Manage projects
BSBSUS501A	Develop workplace policy and procedures for sustainability
BSBWOR501B	Manage personal work priorities and professional development
CHCCS521B	Assess and respond to individuals at risk of suicide
CSCINT501A	Use therapeutic processes in groups to address offending behaviour
CSCINT502A	Use group processes to address offending behaviour
CSCOFM501A	Coordinate offender management processes
CSCOFM502A	Plan and review services to offenders
CSCOFM503A	Supervise offender management practices
CSCORG404A	Organise and chair meetings
CSCORG405A	Establish and maintain networks
CSCORG406A	Manage activities to meet client requirements
CSCORG502A	Represent and promote the organisation
CSCORG503A	Coordinate resource allocation and usage
CSCORG504A	Coordinate the implementation of change
CSCORG505A	Manage a work unit
CSCORG506A	Manage teamwork through delegations
CSCORG507A	Manage projects in justice and offender services
CSCORG508A	Determine the effective use of financial resources
CSCSAS501A	Plan responses to incidents that jeopardise safety and security
CSCSAS502A	Determine response to security risks
PSPGOV505A	Promote diversity
PSPGOV509A	Conduct evaluations
PSPGOV512A	Use complex workplace communication strategies
PSPGOV519A	Manage performance

PSPOHS501A	Monitor and maintain workplace safety
PSPPM501B	Design complex projects
PSPPM502B	Manage complex projects
PSPPM503B	Close complex projects
PSPPROC506A	Plan to manage a contract
PSPREG501B	Conduct prosecutions
PSPSEC502A	Develop security risk management plans
PSPSEC503A	Implement and monitor security risk management plans