The Correctional Services Industry
Training Package for Correctional Services - Correctional Services Industry

Produced by the National Correctional Services Advisory Committee.

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The Origins and Conduct of the National Training Package for Correctional Services

Industry Commitment to Competency Based Learning

The correctional services industry recognises the importance of developing a Training Package to promote training, assessment and qualifications which is nationally consistent. The Training Package is an important part of the industry’s strategy to develop a work culture with a focus on quality of service, responsiveness to changing public expectations, and higher levels of public accountability. The correctional services industry supports the development of structures which recognise a wide range of skills applied across all aspects of the industry, able to anticipate the evolving nature of future demand and services.

Concept and Management of the Training Package Project

In January 1994, the combined States and Territories Correctional Services Jurisdictions held a conference in Adelaide to determine their response to the proposal that national competency standards be developed for correctional services.

The meeting addressed the following issues:

- industry support for and application of competency standards – national and enterprise;
- what the appropriate competency standards body for the industry would be;
- what the composition and role of a national advisory committee for the standards would be;
- the project design, costings and funding sources.

The National Correctional Standards Advisory Committee (NCSAC) held its first meeting in June 1994. The Committee:

- reviewed the development of standards in New South Wales, Victoria, South Australia and Queensland and a similar project in New Zealand;
- reported the Ministerial Council’s decision that the scope of the standards should include both custodial and community corrections and that these sectors would not be separated;
- proposed to the Ministerial Council that the appropriate competency standards body was the Community Services and Health Industry Training Advisory Board.

In March 1995 in Hobart, the Corrective Services Ministers’ Conference (Australia and New Zealand) confirmed the recommendations of the Committee:
The review of ITABs conducted by ANTA, recommended that the Correctional Standards Advisory Committee be recognised as the industry body for the purpose of developing and implementing a Training Package for Correctional Services, but without the full status of an ITAB. The NCSAC continued in its role as the recognised industry body with extended membership required by ANTA.

**Development of a Training Package for Correctional Services**

The Training Package determines the conditions, requirements and recognition of the training and assessment of competency across the whole correctional services industry.

The Training Package contains the following endorsed components:

- National Competency Standards
- Qualifications based on combinations of units in the standards
- Guidelines for the assessment of competency

As well, the Training Package includes resources to assist in the implementation of the Training Package as part of the non-endorsed components.

The Training Package applies to all sectors of the correctional services industry including those who work in a voluntary capacity. The Training Package applies to both the correctional stream (custodial and community corrections) and administrative or ancillary/support streams of the industry. The Training Package is designed to apply to all workers in the industry without attempting to duplicate the specific professional or occupational functions or standards of ancillary, professional and support workers.

The development of the Training Packages does not exclude the development of customised standards or enterprise specific standards provided they are consistent with the guidelines included in the Training Package.

In developing the Training Package, the NCSAC has consulted with all appropriate bodies to ensure that they consent to and endorse the components. The role of the NCSAC in future monitoring and implementation of the Package and in negotiating or monitoring the conditions of customisation has been endorsed by the Committee.
Collaboration with New Zealand

The project has benefited significantly from collaboration with New Zealand and from awareness of the training developments occurring there. Both countries see significant advantage to the industry and its workers in the transferability of qualifications, training design and training products.

Project Methodology

The essential component of the Training Package is the set of National Competency Standards. These have been developed from research conducted in all jurisdictions and most enterprises. Earlier, in the absence of national standards, different states’ correctional services departments and at least one private company developed their own standards for enterprise use. Enterprise research, undertaken with a range of methodologies, was completed with varying degrees of formal validation and endorsement.

The national project has drawn exhaustively on the material gathered and tested in state and industry research. All jurisdictions and private companies have been generous with their material and with their support for the national project. Supplementary information in the form of industrial awards, training manuals, curricula, policy documents, codes of conduct, operational guidelines and trainee assessment kits has been provided to the project from every State and Territory.

In addition, where gaps or discrepancies appeared, work sites volunteered the time and involvement of their workers in checking and further developing material. Modified functional analyses were held with workers from specific areas in the industry, and workplace observations were welcomed and supported. All States and Territories donated considerable worker and management time to the checking, reviewing, giving feedback and editing the material developed from the existing enterprise standards.

While all members of the national committee provided a continuous process of checking and testing the draft standards, structured formal checking and validation took place in those jurisdictions which did not develop comprehensive State/Territory standards; that is, the Northern Territory, Western Australia, New South Wales and Tasmania.
Table 1.1 Standards developed by enterprises and included in the research

<table>
<thead>
<tr>
<th>Sector</th>
<th>SA</th>
<th>Vic</th>
<th>NSW</th>
<th>QLD</th>
<th>ACT</th>
<th>Private</th>
<th>NZ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodial corrections</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Community Corrections</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Juvenile Detention</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
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<td></td>
</tr>
<tr>
<td>Administration</td>
<td>X</td>
<td>X</td>
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<td></td>
</tr>
</tbody>
</table>

Table 1.2 Work site visits and validation

<table>
<thead>
<tr>
<th>NSW</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Bay</td>
<td>Case management</td>
</tr>
<tr>
<td>Silverwater</td>
<td>Periodic detention, Women’s prison, community work teams</td>
</tr>
<tr>
<td>Emu Plains</td>
<td>Womens Periodic Detention Centre, Prison farm</td>
</tr>
<tr>
<td>Parklea</td>
<td>Young offenders, industrial training, work release</td>
</tr>
<tr>
<td>Academy</td>
<td>Weapons, tactical response, recruit trainees</td>
</tr>
<tr>
<td>Probation and Parole</td>
<td>Induction trainees, supervisors of trainees</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NT</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Office</td>
<td>Training, management, administration</td>
</tr>
<tr>
<td>Darwin Prison</td>
<td>Prison officers, catering</td>
</tr>
<tr>
<td>Darwin CC</td>
<td>Home detention, community corrections, juvenile detention, probation</td>
</tr>
<tr>
<td>Alice Springs.</td>
<td>Aboriginal services, security technology, induction, education,</td>
</tr>
<tr>
<td>Old and New Prison</td>
<td>counselling.</td>
</tr>
<tr>
<td>A.S.</td>
<td>Community corrections, circuit magistrate, Aboriginal services and</td>
</tr>
<tr>
<td></td>
<td>support, community detention, administration</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SA</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yatala Labour Prison</td>
<td>Responding to emergencies, managing and coordinating crisis response,</td>
</tr>
<tr>
<td>Women’s Prison</td>
<td>Dog squad</td>
</tr>
<tr>
<td></td>
<td>Education, surveillance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>W.A.</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casuarina Prison</td>
<td>Unit leaders, senior staff and Prison Officers’ Association</td>
</tr>
<tr>
<td>Fremantle</td>
<td>representatives; education and training</td>
</tr>
<tr>
<td>Geraldton</td>
<td>Community corrections, general administration</td>
</tr>
<tr>
<td>Maddington</td>
<td>Community corrections and general administration</td>
</tr>
<tr>
<td>Central Law Court</td>
<td>Management, administration</td>
</tr>
<tr>
<td>Team</td>
<td></td>
</tr>
<tr>
<td>Directorate</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tasmania</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risdon Prison</td>
<td>Senior staff, community corrections, welfare, education, training</td>
</tr>
<tr>
<td>Women’s Unit</td>
<td></td>
</tr>
</tbody>
</table>
State Territory Reference Groups

Each jurisdiction has been encouraged to establish a project reference group from a selected cross section of work roles and levels of experience. In most cases, these reference groups have been involved in developing and checking enterprise standards and so are familiar with competency standards. These reference groups have provided the principal process for validating the draft material.

Industry Representation and Endorsement

Representation

Members of the NCSAC, representing State and Territory jurisdictions, were nominated and authorised by their State Ministers. Members representing private companies were endorsed by their management. Employee representatives were nominated and endorsed by the unions which represented workers in this industry. Members representing the interests of State Training Authorities, Aboriginal and Torres Strait Island communities and private training providers have a more difficult task in identifying their constituency and act more in an expert adviser role. Each member of the NCSAC has identified the key interests and stakeholders who are required to provide evidence of final endorsement of the project. State and Territory visits by the project team established and maintained contact with key people. Information in the form of newsletters and project updates kept interested people involved in the progress of the project. Letters of support endorsing the draft training package were sought from key people, including the national and State/Territory industry training bodies of allied industries and interests, specifically:
Public Administration, Community Services and Health, Public Safety and Representatives of State and Territory Training Authorities.

Endorsement

The meeting of the NCSAC on 28–29 August 1997 defined the formal endorsement process for the Training Package components. This consisted of the following requirements:

- One copy of the final draft was to be distributed to all members of the NCSAC three weeks before the final date for submission to ANTA.

- One copy of the final draft with feedback from NCSAC members was to be distributed to identified allied industries (Public Administration, Community Services and Health, Public Safety, Property Services) for comment.

- Copies of final draft were to be sent to Department of Immigration and Multicultural Affairs and Juvenile Justice jurisdictions for comment.
• Letters of endorsement were to be sent by 27 October 1997.

• Changes made as a result of feedback were to be ratified at meeting 27, 28 November and final endorsement by the NCSAC established there.

Definition and Scope of the Correctional Services Industry

The correctional services industry comprises those persons who are employed to contribute to the management of those who have been referred to the employing jurisdiction under the powers of the courts. It includes the ‘correctional stream’ which is subdivided into custodial and community corrections functions and ‘other streams’ which includes administrative, ancillary, technical, professional and volunteer/community workers operating in the corrections environment.

The Correctional Stream

Custodial corrections:

People working for custodial facilitate the rehabilitation of offenders in a correctional facility or other place of detention. Major functions include the management, safety, security, containment and control of offenders in the facility as well as case management, special therapeutic support work and developmental work in education and training.

Community Corrections

Workers in community corrections facilitate the rehabilitation of offenders in community based programs. Major functions include the case management, referral, personal development, safety, security and compliance of offenders referred to the jurisdiction under court orders. The occupations and work roles included in community corrections vary between different jurisdictions. For the purpose of this Training Package, coverage includes the broadest scope and includes Probation Officers and Parole Officers. In many jurisdictions, community corrections includes juvenile justice.

Administration/Ancillary Stream

Due to the specific requirements of the correctional environment, the functions performed by administrative and ancillary workers will include functions specific to the correctional requirements and environment, additional to the functions associated with their profession or specialisation.
N.B. Throughout the standards document, “offenders” is used as a generic term and refers to prisoners, inmates, detainees, convicted offenders, clients, and those on remand, parole, probation, licence or community service orders.

**Workers in Correctional Services**

The work performed in correctional services is very diverse and covers professional, administrative and service roles. Because of significant changes in the structure and requirements of correctional work, the Australian Standards Classification of Occupations provides only an approximate definition of the occupations undertaking correctional work. These are defined in the following occupational classifications:

**Australian Standard Classification of Occupations**

**1201.11 General Manager**

Develops and reviews policy, and plans, organises and controls major functions of industrial, commercial, governmental or other establishments through subordinate executives.

**1503.11 Restaurant and Catering Managing Supervisor**

Plans and controls the operations of dining establishments such as restaurants, cafeterias, canteens, bistros and clubs.

**2503.13 TAFE Teacher (General Education)**

Teaches subjects in para-professional, commercial and basic vocational, preparatory and adult education courses to technical and further education students.

**2601.15 Social Case Worker**

Helps individuals and families to develop and use personal and community skills and resources to deal effectively with social and other problems.

**2603.11 Rehabilitation Counsellor**

Assists physically, mentally and socially disadvantaged people towards integration into the community.

**2603.17 Careers Counsellor and Adviser (Vocational Counsellor)**

Advises individuals and groups about career choices, and assists individuals with self-development.

**2705.13 Training Officer**

Plans, administers and co-ordinates courses to meet training and staff development needs and advises management of appropriate external courses.
2903.11 Clinical Psychologist
Provides individuals and groups with consultation and assessment for the treatment and prevention of psychological disorders and the realisation of psychological potential.

2999.17 Recreation Officer
Plans, organises and coordinates recreational facilities and programs.

3901.13 Parole Officer
Supervises offenders who have been released from corrective institutions on condition that they report regularly.

Probation Officer
Prepares reports for courts and parole boards on social and personal aspects of cases. Supervises probationers.

3901.15 Welfare Officer (Social Worker Associate)
Provides assistance to individuals or groups experiencing social, emotional or financial difficulties.

3911.01 Chief Prison Officer
Supervises and coordinates the activities of officers engaged in guarding inmates at prisons and reformatories.

3911.11 Prison Officer
Guards and controls inmates in penal institutions.

ANZSIC Coverage
9632 Q Corrective Centres

Associated Work
The following occupations have close relationships with the work of correctional services either because they provide career pathways in the correctional services industry or because they also involve work with offenders. These occupations will share a varying range of competencies with those represented in the National Competency Standards for Correctional Services.

- Family Support/Social Support
- Community Action/Development
- Residential Accommodation
- Health, both acute and primary
- Labour Market/Employment/Training Programs
- Police
• Emergency Services
• Security/escorts/transport

Within these services areas are specialised services working with offenders and their families.

**Personal, Family/Social Support**
- Family and individual support
- Counselling
- Chaplaincy and pastoral care
- Information and education
- Financial counselling
- Material assistance
- Transport

**Community Action/Development**
- Community legal services
- Advocacy
- Information services
- Consumer organisations
- Voluntary organisations
- Ethnic/multicultural organisations
- Leisure and recreation
- Education and training
- Research
- Community Centres
- Social action
- Community/public education

**Health**
- Mental health
- Community health
- Drug and alcohol/addiction
- Health promotion and education
- Sexuality/reproduction
- Self help
- Rehabilitation
- Aboriginal/Torres Strait Islander health

**Labour Market Programs**
- Employment development
- Career counselling
- Training and vocational education and support
- Work placements
- Study support
- Apprenticeships/traineeships
Recognition of Other Industry Standards

Competency standards developed in other allied industries have been consulted in the
development of the Training Package for Correctional Services. These standards may also cover
workers employed in correctional services or workers employed in allied occupations which
provide services to offenders and their families under contract to correctional services. Thus,
these industry standards are part of existing and potential career and learning pathways for
workers. The Training Packages being developed for these sectors and industries will be the
basis of many of the qualifications that apply in and are recognised by correctional services.
These will include:

- Community Services
- Health
- Public Safety
- Property Services (Security)
- New Zealand Social Service, Community Corrections and Public Prisons

Inclusion of Other Industry Standards

Permission has been sought from the industry training bodies covering the above standards to
include units from these standards where Training Packages now exist and through a negotiated
process when Training Packages for these areas are developed in the future.

National Cross Industry Standards

People who work in correctional services may have qualifications based on the following Training
Packages or endorsed competency standards:

- Workplace Trainers
- Worksafe Guidelines
- Small Business Standards
- National Clerical/Administration Training Package
- National Frontline Management Initiative
- Public Administration Standards

Occupational Health and Safety

The Competency Standards for Correctional Services has adopted the model provided in the
Worksafe Guidelines (National Guidelines for Incorporating Occupational Health and Safety into
National Competency Standards for Industry, 1994). The performance criteria related to
Occupational Health and Safety will be found in the discreet units adopted from the Worksafe
Guidelines and also incorporated in industry specific units.

The performance criteria at Certificate III are included in:

CSC010A: Element 5: Maintain a safe and healthy environment.
The requirements at **Certificate IV** are included in:

CSC170A: Implement occupational health and safety policies.

The requirements at **Diploma** are included in:

CSC290A: Establish and maintain occupational health and safety practice.

A high priority is given to health and safety in the corrections; services industry, issues of health, safety and protective strategies are therefore included throughout the standards and in specific units:
- CSC110A: Maintain safety and security
- CSC130A: Contain incidents which jeopardise safety and security
- CSC150A: Use and organise the maintenance of workplace equipment
- CSC190A: Provide emergency response to dangerous incidents
- CSC280A: Resolve incidents which jeopardise safety and security

**Workplace Training and Assessment**

Units from the Workplace Training Standards have been incorporated into the National Competency Standards for Correctional Services in the following units:
- CSC330A: Conduct Training
- BSX0008/6: Conduct Assessment
- BSX0008/4: Prepare for training
- BSX0008/4: Deliver training
- BSX0008/7: Review and promote training

Units and elements which provide additional reference include:
- CSC010A: (Element 3.) Develop and maintain work performance
- CSC030A: (Element 4.) Work within professional role and expertise
- CSC320A: Promote a learning environment

Permission has been sought from the Workplace Training Competency Standards Body for the inclusion of units from their National Standards.

**Management Standards**

The Committee decided that the management units from the Public Administration Standards closely reflect the service orientation (in both public and private provision of service) of the correctional services industry, and these have been directly incorporated in place of the Frontline Management Initiative.

The Committee decided that for qualifications above Diploma level, competency should be demonstrated in generic management functions and qualifications and these could be customised from either the Frontline Management, Public Administration or business management standards.