



Australian Government

PSPCRT011 Provide court support to Indigenous clients

Release: 1

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Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPCRT410B Provide court support to Indigenous clients.</p> <ul style="list-style-type: none"> • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice • PC 2.1 and 2.2 merged

Application

This unit describes the skills required to assist Indigenous Australians in their dealings with the court. It includes providing advice and support to the court and the Indigenous community, and assisting Indigenous people in court. All support to Indigenous clients must observe the protocols for the sharing of information in a culturally appropriate manner.

This unit applies to those working within the court system operating under procedures set by the court.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those set by the court.

Those undertaking this unit would generally work independently with occasional supervisory responsibilities. They would perform complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Courts

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Provide information and options	<p>1.1 Collect and access client information and identify Indigenous client's needs.</p> <p>1.2 Use client information to identify specific services required, observing protocols for the sharing of information.</p> <p>1.3 Identify and apply organisational policy and procedures relevant to Indigenous people in the provision of information and options, including alternative procedural options available to Indigenous people.</p> <p>1.4 Address and clarify problems raised and provide assistance and/or referrals, including making necessary arrangements according to client needs.</p>
2. Provide support to Indigenous Australians involved in court proceedings	<p>2.1 Assist Indigenous people to access support services and available procedural options and to complete procedural requirements.</p> <p>2.2 Inform Indigenous court users and their nominated representatives of procedural requirements and observe protocols for the sharing of information.</p> <p>2.3 Explain obligations contained in orders and confirm understanding of the ramifications of non-compliance.</p>

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPCRT410B Provide court support to Indigenous clients.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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