



**Australian Government**

# **CSCIDO002 Supervise people in immigration detention**

**Release: 1**

# CSCIDO002 Supervise people in immigration detention

## Modification History

Release 1.0

This unit was released in CSC Correctional Services Training Package release 2.0

## Application

This unit describes the skills and knowledge required to supervise people in immigration detention.

It requires the ability to develop a healthy, professional rapport with people in immigration detention, monitor and assess behaviour.

The unit applies to staff working in immigration detention as Authorised Officers under the Migration Act (Cth).

The skills and knowledge described in this unit must be applied within the Commonwealth and State/Territory legislation, organisation policies and procedures and industry codes of practice. When a person is in immigration detention or is being removed from Australia, officers must observe International laws and conventions.

Statutory/legislative requirements apply to this unit and may vary across states and territories. Users are required to check with the relevant jurisdiction for current requirements.

## Pre-requisite Unit

Not applicable

## Competency Field

Immigration Detention

## Unit Sector

Not applicable

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- |                                                                              |                                                                                                                                                                                                   |
|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Develop a professional rapport with people in immigration detention</b> | <b>1.1</b> Use inclusive and positive communication to engage people in immigration detention                                                                                                     |
|                                                                              | <b>1.2</b> Conduct interactions in a manner that demonstrates respect of individual differences                                                                                                   |
|                                                                              | <b>1.3</b> Establish and maintain professional working relationships with people in immigration detention                                                                                         |
| <b>2 Maintain professional boundaries</b>                                    | <b>2.1</b> Model professional behaviour in all interactions with colleagues, visitors and people in immigration detention                                                                         |
|                                                                              | <b>2.2</b> Establish clear boundaries when establishing rapport with people in immigration and avoid sharing inappropriate details about personal life in accordance with workplace protocols     |
|                                                                              | <b>2.3</b> Provide information to people in immigration detention and service providers in accordance with workplace policies and protocols                                                       |
| <b>3 Monitor people in immigration detention</b>                             | <b>3.1</b> Observe interactions between individuals or groups of people in immigration detention routinely, and record and report observations in accordance with workplace policy and procedures |
|                                                                              | <b>3.2</b> Identify and communicate concerning behaviour in accordance with workplace policy and procedures                                                                                       |
|                                                                              | <b>3.3</b> Monitor movement to ensure people in immigration detention do not access unauthorised areas and respond appropriately to any breaches                                                  |
|                                                                              | <b>3.4</b> Inspect environment to identify potential safety and security concerns                                                                                                                 |

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

## **Unit Mapping Information**

No equivalent unit.

## **Links**

CSC Correctional Services Training Package Companion Volume Implementation Guide at: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

# Assessment Requirements for CSCIDO002 Supervise people in immigration detention

## Modification History

Release 1.0

This unit was released in CSC Correctional Services Training Package release 2.0.

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least three occasions and includes:

- using appropriate and positive language and professional behaviour to establish and maintain a supportive professional relationship with people in immigration detention
- applying workplace policies and procedures to monitor and record behaviour of people in immigration detention
- using correct processes to identify and report concerns about people in detention

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- legislative and regulatory requirements relevant to supervising people in immigration detention
- workplace policies, procedures, guidelines and protocols relevant to supervising people in immigration detention
- appropriate professional relationships and behaviour including:
  - strategies for building rapport and maintaining trust
  - professional boundaries and grooming avoidance
  - respect of cultural and individual differences
  - avoidance of biased and discriminatory language and actions
- basic understanding of work practices when dealing with minors, relevant to immigration detention including:
  - age appropriate communication and engagement methods
  - ethical versus legal concerns
  - negotiation and persuasion techniques
  - impact of family relationships and guardianship situations
  - indicators of abuse or neglect of a child or young person
  - characteristics of distress in a child or young person in immigration detention

- relevant child protection governance
- concerning behaviours of people in immigration detention including:
  - withdrawal and other indicators of distress
  - intimidating, abusive and threatening behaviour
  - physical harm to self or others
- environmental safety and security concerns in an immigration detention environment

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in suitable workplace operational situations. Where this is not appropriate, assessment must occur in suitable simulated workplace operational situations reflecting actual industry workplace conditions that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual working with people in immigration detention, including coping with difficulties, irregularities and changes to routine.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, facilities, equipment and personal protective equipment currently used in the industry
- applicable documentation relevant to the industry including legislation, workplace policy, procedures and protocols, industry standards, equipment specifications, regulations, codes of practice and operation manuals
- case studies and workplace scenarios to capture the range of situations likely to be encountered in the immigration detention

## Links

CSC Correctional Services Training Package Companion Volume Implementation Guide at: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>