



Australian Government

CSCOFM001 Support offender services

Release: 1

CSCOFM001 Support offender services

Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCOFM201A Support offender services.

Application

This unit describes the skills required to match services to offenders and support those services.

This unit applies to those working with offenders in custody or in community services within a limited range of familiar and predictable contexts; working in a coordinated team is integral to the role. Support services can be defined as:

- information and advice
- administration and information processing
- maintenance of offender information
- processing of service agreements and allocations
- offender property and finances
- liaison with community agencies
- liaison with family support

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 related to interaction with offenders and service provision.

Those undertaking this unit work with moderate support. The role involves explicit tasks involving a limited number of familiar steps.

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

Competency Field

Offender management

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. Match services to offenders' needs	1.1 Check and confirm offender files for accurate and relevant information on offender needs and circumstances. 1.2 Check and confirm information on available offender services, and use this to match suitable and effective services with offenders. 1.3 Identify the particular needs of offenders to ensure that services are clearly targeted. 1.4 Process requests from offenders and confirm service suitability from a defined range of options. 1.5 Report difficulties in matching offenders with support services to supervisor.
2. Support services	2.1 Ensure that services are suitable to the needs and circumstances of offenders and are provided within determined timeframes. 2.2 Respond to inquiries promptly and according to accepted practice and standards. 2.3 Ensure services are adjusted to meet special needs of offenders. 2.4 Deal with difficult complaints and situations promptly, respectfully and according to procedures. 2.5 Maintain confidentiality of information according to information management procedures. 2.6 Process information from services to contribute to the evaluation of services to offenders.

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				
Performance variables																								
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
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](http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide) <http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM201A Support offender services.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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Assessment Requirements for CSCOFM001 Support offender services

Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- behaving in a way that meets the organisation's code of conduct when in contact with offenders and the public
- dealing with complaints and handling difficult clients and conflict situations effectively
- maintaining a positive and confident image with colleagues, offenders and the public in response to inquiries
- writing to maintain information and records of offender and service activities and compliance
- matching services to offender needs
- using all available information management systems to check and confirm offender information

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- offender services and programs and the processes and procedures for their allocation
- organisation's policies and procedures related to client services and administrative support
- code of conduct
- procedures covering the administration of offender information and organisational information management system
- techniques for dealing with difficult complaints and situations

Assessment Conditions

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.

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 supporting offender services as part of a coordinated team, including coping with difficulties, irregularities and changes to routine.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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