



Australian Government

CSCOFM002 Monitor people in care or custody

Release: 1

CSCOFM002 Monitor people in care or custody

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 CSCOFM202A Monitor people in care or custody.

Application

This unit describes the skills required to supervise, escort and transfer people in care and custody while providing them with protection from risk and harm. People in care or custody may have special needs requiring adjustments to provision of care, including:

- juveniles/young offenders
- elderly people
- people affected by drugs or alcohol
- people at risk of harming themselves
- Aboriginal and Torres Strait people
- people who are injured or ill
- people who don't speak English
- people attracting media and public attention

This unit applies to those responsible for supervision of people in a secure facility or secure transport vehicle. The ability to work in a coordinated team is integral.

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 people in custody, transport and risk identification.

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. Supervise people in care and custody	1.1 Ensure assignments comply with all instructions, conditions and procedures. 1.2 Monitor care and supervision to ensure it protects personal dignity, safety, welfare and individual rights. 1.3 Ensure that care and supervision provided is consistent with security procedures and people's special needs and conditions. 1.4 Report concerns about the physical and emotional condition of people in care immediately. 1.5 Complete records in the required format. 1.6 Comply with health, safety and security procedures at all times. 1.7 Provide information to people in custody to reduce confusion and distress. 1.8 Ensure communication is clear and readily understood. 1.9 Make adjustments for cultural needs where this helps communication and understanding. 1.10 Report information to others according to the procedures and the requirements of the assignment.
2. Escort and transfer people in care and custody	2.1 Check escort and transfer arrangements to ensure they are consistent with the requirements and conditions of the assignment. 2.2 Make adjustments to escort or transfer arrangements to take into account special conditions or arrangements. 2.3 Check that records needed for the transfer are correct and available. 2.4 Transfer people in a manner that protects their personal dignity, individual rights and allows for special conditions.
3. Provide protection from risk and harm	3.1 Check and confirm special needs of people in care and custody with assignment. 3.2 Assess requests for assistance according to the nature and degree of the risk and the kind of assistance required. 3.3 Report risks, requests for assistance and additional needs and concerns promptly to authorised officer. 3.4 Report hazards to prevent further injury. 3.5 Provide calm, confident and reassuring assistance when required. 3.6 Ensure that people needing assistance are made comfortable and

	safe from further injury. 3.7 Give information to the people involved about the actions to be taken and the reasons for these actions. 3.8 Arrange transfer of people for specialist attention and protection promptly. 3.9 Help emergency and specialist services according to instructions. 3.10 Complete and record incident reports.
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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 N/A				
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> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM202A Monitor people in care or custody.

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 CSCOFM002 Monitor people in care or custody

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.

- ensuring the security and welfare of people in care and custody
- using approved restraint techniques and equipment
- searching people and confiscating unsafe articles according to organisational procedures
- correctly identifying the special needs and conditions of people in care and custody
- conducting special supervision/watch over people in care and custody
- reducing risks, hazards, confusion and distress to people in care and custody
- communicating verbally with people in care and custody to reduce distress and promote cooperation
- writing and reading reports related to monitoring activities
- interpreting assignment and instructions for people in care and custody
- arranging for the needs of people under specific conditions and categories of special needs
- responding to emergencies according to workplace procedures

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.

- organisation's policies and procedures related to the supervision of people in care and custody, including responsibilities of first responding officer
- duty of care
- principles and approved techniques for giving emergency first aid
- code of conduct
- likely cultural requirements that allow adjustment in the care and custody of people from different cultures

- routine assignment conditions
- emergency response procedures
- special needs and conditions and the regulations that specify how they are dealt with
- principles of effective communication, especially with uncooperative people
- specialist and support agencies available to respond to emergencies
- procedures that cover the use of security equipment

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 responsible for monitoring offenders 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

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