



Australian Government

CSCOFM010 Support offender to maintain positive relationships

Release: 1

CSCOFM010 Support offender to maintain positive relationships

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 CSCOFM307A Support offender to maintain positive relationships. • PC 1.3 removed (duplicated 1.4) • Element 2 PC wording revised

Application

This unit describes the skills required to encourage offenders to maintain community relationships and maintain a professional relationship with offenders.

This unit applies to those working in in a custodial context, or those supervising offenders in community programs and agencies. This unit may also apply to those working in immigration detention or other contexts where working with detained persons is part of the work role. Working as part of a coordinated team is integral to the role.

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, offender confidentiality and liaison with agencies.

Those undertaking this unit work with moderate support in roles involving routine tasks with a 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. Encourage maintenance of relationships	1.1 Encourage and assist offender to maintain contact with family, friends and support according to services and resources available. 1.2 Assist contacts between offender and networks in the community according to organisation procedures. 1.3 Refer offender and family to suitable specialists according to the nature and urgency of the needs. 1.4 Make contact with offender's family and friends or supporters according to offender's interests, procedures and organisational practice. 1.5 Assist offender to develop and maintain appropriate relationships with officers, services agencies and personal support. 1.6 Encourage offenders to manage themselves and their relationships confidently and productively. 1.7 Provide support to offender in a manner that maintains the integrity of self-management and personal dignity.
2. Maintain professional relationship with offenders	2.1 Communicate with offenders in a manner appropriate to the offender's needs and circumstances. 2.2 Respond to offender's requests and concerns positively and consistently. 2.3 Maintain confidentiality and discretion according to procedures and individual agreements with offender. 2.4 Acknowledge and support offender's rights and options consistent with policies, orders and relevant legislation.

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

Unit Mapping Information

Supersedes and is equivalent to CSCOFM307A Support offender to maintain positive relationships.

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 CSCOFM010 Support offender to maintain positive relationships

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.

Performance Evidence

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

- encouraging offenders according to offender and case management objectives, needs, risks and individual circumstances
- providing support to all offenders without prejudice and within the boundaries of professional conduct
- retaining confidential information
- supporting offenders to maintain relationships with people, services and agencies that can assist them
- communicating verbally with a range of people from diverse backgrounds

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 offender management and support
- code of conduct
- available offender services and programs
- principles of effective communication
- general counselling strategies and techniques
- aspects of human behaviour and development related to offending and relationships
- cultural practices and customs of minority communities

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 offenders effectively 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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