



Australian Government

CSCOFM012 Process offender induction

Release: 1

CSCOFM012 Process offender induction

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 CSCOFM309A Process offender induction. • Element 1 wording revised • PC 1.1 wording revised • PC 2.6 deleted

Application

This unit describes the skills required to process offender induction and determine the priority needs of offenders upon induction.

This unit applies to those inducting offenders in custodial centres. 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 contact with offenders and emergency response.

Those undertaking this unit work generally independently but with regular support. This role involves 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	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Process offender induction	1.1 Organise the induction of offenders according to organisational procedures. 1.2 Use communication strategies to establish a calm and relevant exchange of information. 1.3 Confirm offender identification and documentation by gathering information from a range of identified sources. 1.4 Collect, check, confirm, complete and pass on relevant paperwork. 1.5 Maintain security and safety and implement emergency procedures where necessary.
2. Determine the priority needs of offenders	2.1 Identify and respond to the routine immediate needs of offenders. 2.2 Provide offenders with information that is tailored to their capacity to understand and designed to calm and reassure. 2.3 Observe offenders and note any signs of distress, anxiety, aggression and apathy. 2.4 Observe offenders and record signs of impaired function. 2.5 Report behaviour or signs that arouse concern to the appropriate people. 2.6 Provide personal and basic requirements according to offenders' needs and the conditions of the service. 2.7 Refer offenders to specialist services according to offender needs.

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 CSCOFM309A Process offender induction.

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 CSCOFM012 Process offender induction

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. • Assessment Requirements revised

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 two occasions.

- using the organisation's information management system to gather and record offender information
- using communication techniques appropriate to the audience and the situation
- checking and confirming the accuracy, relevance and details of offenders' identities
- assessing security, safety and protection issues for offenders who are at risk

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 induction
- communication techniques
- duty of care
- diverse needs of offenders
- available support services

Assessment Conditions

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 inducting 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.

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