



Australian Government

CSCOFM018 Provide guidance and counsel

Release: 1

CSCOFM018 Provide guidance and counsel

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 CSCOFM404A Provide guidance and counsel.

Application

This unit describes the skills required to encourage in others:

- awareness of behaviour
- personal responsibility
- self-management
- management of conflict and negative responses

This unit applies to those working in roles where they provide guidance and counsel to offenders as part of offender case management. It may also apply to those who have responsibility for the supervision and performance management of other staff or others.

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.

Those undertaking this unit normally work autonomously using support from a range of established resources. This role involves complex task organisation and analysis.

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	Performance criteria describe the performance needed to demonstrate

essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Encourage awareness of behaviour	1.1 Provide relevant information designed to develop awareness and understanding. 1.2 Encourage the individual to identify the consequences to self and others 1.3 Constructively address unacceptable attitudes and behaviour and negotiate changes.
2. Encourage personal responsibility	2.1 Encourage the individual to determine realistic and achievable individual goals. 2.2 Identify barriers to behaviour and attitude change and support positive approach. 2.3 Assess levels of motivation and commitment and encourage positive elements. 2.4 Identify realistic options for change, assess them for contribution to achieving goals and select options in consultation with the individual. 2.5 Monitor progress against agreed objectives, timetable and achievements and give positive encouragement. 2.6 Assist individual to monitor own progress and response to setbacks and relapses.
3. Promote self-management	3.1 Support individual in identifying the sources and effects of personal difficulties. 3.2 Help individual to identify patterns of behaviour that may be contributing to identified problems. 3.3 Provide the individual with support in identifying and implementing positive alternative behaviours. 3.4 Provide feedback to enable further awareness of the effects of behaviour. 3.5 Provide positive reinforcement of acceptable behaviour and acknowledge progress towards change when indicated. 3.6 Identify and assess resources required to provide support, for their effectiveness and suitability. 3.7 Identify personal development and training opportunities designed to promote behaviour change and encourage participation.
4. Manage conflict and negative responses	4.1 Give clear and accurate feedback regarding behaviour and its effects and implications. 4.2 Set clear and reasonable boundaries for behaviour and seek agreement on them. 4.3 Develop and use a range of strategies to manage effective interactions.

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 N/A					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> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM404A Provide guidance and counsel.

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 CSCOFM018 Provide guidance and counsel

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 two occasions.

- applying knowledge and understanding of the impact of personal and organisational values
- using a range of effective communication strategies for counselling, mediation, negotiation, advocacy and conflict management
- applying principles of individual responsibility, autonomy and accountability
- using strategies for behaviour management and change

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.

- cultural, gender, religious and social issues relevant to the individual, relationships and offending circumstances
- service policies and procedures related to case management and professional role
- behavioural and social theory relevant to offender profiles and criminogenic behaviour
- role and function of the criminal justice system
- relevant ethical and professional standards
- service code of conduct and principles of duty of care
- organisation's and department's record keeping and reporting systems with an awareness of environmental and/or sustainability practices
- research and analysis methodology
- welfare system, and community and professional support services
- effects of values and beliefs on own behaviour
- obvious and subtle forms of discrimination

- relevant conditions of orders
- workplace assessment
- industrial relations principles relevant to own and team members' responsibilities

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 involved in providing guidance and counsel to 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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