



Australian Government

CSCOFM021 Plan and review services to offenders

Release: 1

CSCOFM021 Plan and review services to offenders

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 CSCOFM502A Plan and review services to offenders.

Application

This unit describes the skills required to assess the needs of offenders in order to establish appropriate service provision, and to evaluate the effectiveness of the services provided.

This unit applies to those working in a correctional services context in a management 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 program design.

Those undertaking this unit work autonomously drawing upon support from a broad range of resources. The role requires critical reflection and evaluation skills as well as high level communication skills.

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. Assess needs of offenders	1.1 Plan, monitor and review offender assessment procedures to ensure that the general and special needs of offenders are identified and reported. 1.2 Ensure information exchanged between team members about the

	needs and services for offenders is comprehensive. 1.3 Negotiate and manage resources suitable for meeting the general and special needs of offenders and correctional services. 1.4 Recruit specialist support and resources through active networking with agencies and specialists. 1.5 Assess the implications of offenders' needs and the impact of the correctional environment on them. 1.6 Maintain comprehensive offender records.
2. Establish services to address the needs of the offender	2.1 Identify the need for service development and confirm this with research, recommendations, strategic plans and consultation with staff and management. 2.2 Investigate available resources and develop strategies to acquire additional and adequate resources according to the organisation's objectives and priorities. 2.3 Consult a range of internal and external agencies to ensure that the organisation's interests are reflected in the planned design and delivery of the service. 2.4 Identify tasks required to implement the plan, analyse these for skill and resource requirements and delegate to suitably skilled and experienced staff. 2.5 Ensure that service reports, records and outcome details are documented and reported. 2.6 Ensure the design and objectives of the services comply with all statutory and legislative requirements and accountability. 2.7 Establish effective and constructive relationships with key people involved in the planning and delivery of services. 2.8 Analyse routine reports and any changes to organisational policies or strategies. 2.9 Authorise necessary adjustments to services based on analysis of reports.
3. Evaluate the effectiveness of services	3.1 Ensure that the costs and outcomes of the service are regularly monitored against agreed plan, resources and objectives. 3.2 Ensure that feedback from service and organisational clients and key people is actively sought at regular intervals and used to inform the redesign of the service. 3.3 Assess proposed changes through consultation with key people and data, and implement changes where required. 3.4 Record information on relevant aspects of the service.

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 CSCOFM502A Plan and review services to offenders.

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 CSCOFM021 Plan and review services to offenders

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.

- using effective group strategies for teamwork
- using a range of sophisticated communication strategies for teamwork, networking, providing feedback, influencing, reporting and negotiating
- assessing offenders' needs consistently
- planning different services and evaluating effectiveness
- writing comprehensive reports on offender needs and service provision and review
- analysing program performance against plans
- monitoring basic financial budgets

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.

- government, departmental and organisational service policy and criteria related to objectives and outcomes, strategic management plans, performance management and service design
- government, departmental and organisational information system, documents, records and processing
- relevant government, departmental and organisational policies and procedures, such as strategic plans
- work health and safety policy and procedures
- department or organisation's philosophy
- organisation's roles, responsibilities, accountability and duties

- cultural factors and awareness relevant to the organisation's clients, case or offender profiles and community
- equity and discriminatory factors
- legal and statutory requirements of relevant legislation
- government and departmental objectives, policy and required outcomes for offenders and organisational management
- sophisticated communication strategies including networking, providing feedback, influencing, negotiating, and reporting
- community services and a comprehensive range of agencies providing services to offenders and their families
- risk and conflict management
- social and community analysis relevant to offender profiles and criminogenic behaviour
- consulting and networking with allied services in the government, public, community and corporate sectors

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 involved in planning and reviewing services to 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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