



Australian Government

Assessment Requirements for CSCOFM024

Establish and maintain relationships with community agencies and offenders

Release: 1

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Modification History

Release 1.0

This unit was released in CSC Correctional Services Training Package release 2.0.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and includes:

- confirming contact arrangements between offender and relevant agencies
- maintaining duty of care of offender and those involved
- completing relevant records and reports in accordance with workplace policies and procedures and agency protocol

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- sources of offender information including:
 - offender information systems
 - case file
 - direct communication and questioning
- potential risks and hazards associated with community settings including:
 - access to drugs and alcohol
 - injury to self or others
 - damage to property
- supervision protocols and requirements including:
 - agency protocols, policies and procedures
 - supervising offenders in the community
 - reporting and recording requirements
 - liaising with external agencies
 - monitoring techniques
 - support and resources available to the offender
- workplace policy and procedures including:
 - incident recording and reporting requirements
 - privacy, confidentiality and disclosure

- safety and security procedures applied to the nature of the duties involved in supervising offenders in external community agencies
- code of conduct
- duty of care
- emergency response
- strategies for building rapport and maintaining trust with community agencies and offenders
- referral pathways for special needs including:
 - reporting concerning observations or behaviours
 - assessing level of risk and urgency
 - identifying intervention options
 - forms and approvals

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in suitable workplace operational situations. Where this is not appropriate, assessment must occur in suitable simulated workplace operational situations reflecting actual industry workplace conditions that replicates the range of conditions likely to be encountered by an individual supervising offender in the community effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, facilities, equipment and personal protective equipment currently used in the industry
- applicable documentation relevant to the industry including workplace policies, procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals
- case studies and workplace scenarios to capture the range of situations likely to be encountered.

Links

CSC Correctional Services Training Package Companion Volume Implementation Guide at: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>