



Australian Government

Assessment Requirements for CSCOFM031 Establish partnership arrangements with service providers

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 3.0

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 two occasions and include:

- applying legislation, regulations and organisational policies, procedures and practices relating to the protocol and guidelines that determine contact with service providers
- analysing needs of individuals and groups to determine services required
- assessing and prioritising organisational need for service provision
- consulting with and maintaining relationships with service providers
- researching providers to identify opportunities and limitations of available service options
- establishing criteria for service delivery
- selecting most suitable model of service and delivery option
- negotiating and documenting Terms of Agreement
- documenting, monitoring and negotiating variations to service agreement
- managing noncompliance or underperformance of services provided
- obtaining approval for service agreement
- monitoring and reviewing budgets and expenditure
- evaluating service delivery against agreed outcomes.

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:

- legislation, regulations, policies and procedures relating to the protocols and guidelines that determine contact and partnership arrangements with service providers
- Terms of Agreement and roles and responsibilities of service providers including:
 - key performance indicators (KPI's)
 - procurement
 - budgets and financial implications
- service agreements and approval channels for new service agreements
- local providers and available service options
- parameters, constraints and opportunities of service providers

- organisational and service provider communication channels and liaison protocols
- effective communication and negotiation strategies for coordinating service providers
- key people and agencies in the community related to services and support for offenders
- organisational policies and procedures related to:
 - offender interaction in the community
 - liaison with service providers
 - contract negotiation
 - service agreements
- organisational needs and strategic direction
- organisational budget and expenditure processes
- strategies for building rapport and maintaining trust with service providers
- standards, milestones and strategies for measuring service provider performance
- specific needs of offenders in relation to support requirements including:
 - accommodation
 - residential rehabilitation
 - medical support
 - counselling
 - transport
 - reintegration.

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 workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace policies, procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>