



Australian Government

CSCOFM031 Establish partnership arrangements with service providers

Release: 1

CSCOFM031 Establish partnership arrangements with service providers

Modification History

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

Application

This unit describes the skills and knowledge required to establish partnership arrangements with service providers.

It includes consulting with and developing partnerships with service providers, establishing criteria for service delivery and monitoring and reviewing service agreements.

This unit applies to those working in a management role within justice services.

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 liaison with service providers, service agreements and contracts.

Statutory/legislative requirements apply to this unit and may vary across states and territories. Users are required to check with the relevant jurisdiction for current requirements.

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|------------|---|
| 1 Assess organisational need for service provision | 1.1 | Analyse current needs of individuals and groups to identify gaps and scale of services required |
| | 1.2 | Prioritise areas of service based on service provider availability, resources and the specific needs of offenders |
| | 1.3 | Determine objectives of service provision and timeframes |
| | 1.4 | Establish service provision requirements according to offender and organisational needs and strategic directions |
| 2 Consult with service providers and establish criteria for service delivery | 2.1 | Develop connections and maintain relationships with service providers |
| | 2.2 | Research providers to identify opportunities and limitations of available service options to contribute to offender reintegration |
| | 2.3 | Review legislative and regulatory requirements to determine parameters, constraints and opportunities for service provision with partners |
| | 2.4 | Establish appropriate model of service and delivery options to suit organisational, budgetary and offender requirements |
| 3 Develop a partnership with service providers | 3.1 | Liaise with key stakeholders to develop a draft service agreement |
| | 3.2 | Negotiate Terms of Agreement and roles and responsibilities with service provider |
| | 3.3 | Ensure negotiations with service providers and Terms of Agreement consider costings and budget limitations in line with organisational parameters |
| | 3.4 | Agree on standards, milestones and strategies for measuring performance with service provider |
| | 3.5 | Document service agreement in accordance with organisational policy and procedures |
| | 3.6 | Seek legal advice and approval for service agreement in accordance with organisational policy and procedures |

4 Monitor and review service agreement

- 4.1** Monitor service reports to identify effectiveness of services provided
- 4.2** Monitor, review and manage variations between actual and forecasted budget expenditure in accordance with organisational requirement
- 4.3** Negotiate and document variations to service agreement to improve effectiveness
- 4.4** Manage non-compliance or underperformance in agreed standard of service provision

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for CSCOFM031 Establish partnership arrangements with service providers

Modification History

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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.

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