



Australian Government

CSCOFM036 Provide guidance and counsel

Release: 1

CSCOFM036 Provide guidance and counsel

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 4.0

Application

This unit describes the skills and knowledge required to encourage in others:

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

It includes the ability of the individual to reflect, self-regulate and adjust own behaviours accordingly.

This unit applies to those working in roles where they provide guidance and counsel to offenders as part of offender case management.

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.

A person undertaking this role may work autonomously or as part of a team with support from a range of established sources. This role involves interpreting information and providing effective communication strategies.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Offender management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

1 Encourage awareness of behaviour

- 1.1** Provide relevant information to the offender designed to develop awareness and understanding of their behaviour
- 1.2** Encourage the offender to identify the consequences of their behaviour to themselves and others
- 1.3** Constructively address unacceptable attitudes and behaviour and negotiate required changes

2 Encourage personal responsibility

- 2.1** Encourage the offender 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 to change through encouragement of positive elements
- 2.4** Identify realistic options for change, assess them for contribution to achieving goals and select options in consultation with the offender
- 2.5** Monitor progress against agreed objectives, timetable and achievements and give positive encouragement
- 2.6** Assist the offender to monitor own progress and response to setbacks and relapses

3 Promote self-management and manage negative responses

- 3.1** Support the offender in identifying the sources and effects of personal difficulties
- 3.2** Assist the offender to identify patterns of behaviour that may be contributing to identified problems
- 3.3** Provide the offender with support in identifying and implementing positive alternative behaviours
- 3.4** Identify and assess required resources for their effectiveness and suitability to provide support to the offender

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| | 3.5 | Provide feedback to enable further awareness of the effects of behaviour |
| | 3.6 | Negotiate and agree to clear expectations of behaviour |
| | 3.7 | Provide positive reinforcement of behaviour and acknowledge progress towards change when indicated |
| | 3.8 | Identify and apply appropriate strategies to manage effective interactions with the offender |
| | 3.9 | Identify personal development and training opportunities designed to promote behaviour change and encourage participation |
| 4 | Record and share information | |
| | 4.1 | Record relevant conversations and decisions in accordance with organisational procedures |
| | 4.2 | Share and record information, development and progress in offender's plan and with relevant stakeholders |
| | 4.3 | Monitor and document progress of offender's objectives, timetable and achievements in accordance with organisational procedures |

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 unit replaces and is equivalent to CSCOFM018 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>

Assessment Requirements for CSCOFM036 Provide guidance and counsel

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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 two separate occasions and include:

- applying knowledge and understanding of the impact of personal and organisational values
- using a range of effective communication strategies for guidance, mediation, negotiation, advocacy and conflict management
- applying principles of individual responsibility, autonomy and accountability
- using strategies for behaviour management and change
- sharing and recording/documenting relevant information.

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:

- cultural, gender, religious and social issues relevant to offenders, relationships and offending circumstances
- organisational policies and procedures related to case management and professional role
- legislation and statutory requirements
- role and function of the criminal justice system
- relevant ethical and professional standards
- organisational code of conduct and principles of duty of care
- effective strategies for offender behaviour management, motivation and change
- organisational and departmental record keeping and reporting systems
- 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.

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 procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

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