



Australian Government

CSCOFM047 Support offender to maintain positive relationships

Release: 1

CSCOFM047 Support offender to maintain positive relationships

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

This unit describes the skills and knowledge required to encourage offenders to maintain community relationships and maintain a professional relationship with offenders.

An individual undertaking this role may work with moderate support in roles involving routine tasks with a number of familiar steps.

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 interaction with offenders, offender confidentiality and liaison with agencies.

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

Elements describe the essential outcomes.

1 Encourage maintenance of relationships

PERFORMANCE CRITERIA

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

1.1 Encourage and assist offender to maintain contact with family, friends, and support according to services and resources available

- 1.2** Assist contacts between offender and networks in the community in accordance with organisational procedures
 - 1.3** Refer offender and family to suitable specialists according to the nature and urgency of the needs
 - 1.4** Make contact with offender's family and friends or supports according to offender's interests, procedures, and organisational practice
 - 1.5** Assist offender to develop and maintain appropriate relationships with officers, service agencies and personal support
 - 1.6** Encourage offenders to manage themselves and their relationships confidently and productively
 - 1.7** Provide support to offender in a manner that maintains the integrity of self-management and personal dignity
- 2 Maintain professional relationship with offenders**
 - 2.1** Communicate with offenders in a manner appropriate to the offender's needs and circumstances
 - 2.2** Respond to offender's requests and concerns in an appropriate and consistent manner
 - 2.3** Maintain confidentiality and discretion according to procedures and individual agreements with offender
 - 2.4** Acknowledge and support offender's rights and options consistent with policies, orders, and relevant legislation

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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCOFM010 Support offender to maintain positive relationships.

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 CSCOFM047 Support offender to maintain positive relationships

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:

- encouraging offenders according to offender and case management objectives, needs, risks and individual circumstances
- providing support to all offenders without prejudice and within the boundaries of professional conduct
- maintaining confidentiality of information
- supporting and assisting offenders to maintain relationships with people, services and agencies that can assist them
- communicating with a diverse range of people.

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:

- organisational policies and procedures related to offender management and support
- code of conduct
- available offender services and programs
- principles of effective communication
- aspects of human behaviour and development related to offending and relationships
- court order conditions relevant to offender's rights and needs.

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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