



Australian Government

CSCORG011 Establish and maintain networks

Release: 1

CSCORG011 Establish and maintain networks

Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCORG405A Establish and maintain networks.

Application

This unit describes the skills required to identify professional interests and resources, promote awareness of organisational services and their purpose and develop professional networks within the criminal justice system.

This unit applies to those working in roles delivering services for offenders in the community.

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 interagency liaison.

Those undertaking this unit work autonomously drawing upon support from a range of established resources. The role requires complex task organisation with high level communication and analysis skills.

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

Competency Field

Organisational administration and management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Identify professional interests and resources	1.1 Identify key internal and external stakeholders and their needs, expectations and roles in the provision of services for offenders. 1.2 Monitor information about the range of services available in the community and review the information for relevance and

	currency. 1.3 Maintain and consult a comprehensive and accurate record of organisation and community resources. 1.4 Identify common and complementary interests and confirm with other services and agencies. 1.5 Consult colleagues and key people and exchange information relevant to shared interests.
2. Promote awareness of the service and its purpose	2.1 Create formal and informal opportunities to provide positive and accurate information about the objectives and outcomes of the service and to encourage support. 2.2 Provide information to relevant agencies and key people to enable a supportive attitude towards service and offender issues. 2.3 Ensure that information on service policies and goals is accurate and complies with legislation, organisational policy and procedures. 2.4 Research information about changes and current trends in community and service attitudes and analyse to inform action and reports.
3. Develop networks	3.1 Establish network links with a comprehensive range of services and agencies according to community and organisational protocol and practice. 3.2 Use network strategies to maintain effective working relationships with key people in agencies and services. 3.3 Identify other agencies' principles, objectives and guidelines and confirm common and complementary purpose. 3.4 Identify support and referral requirements of other agencies and check for consistency and mutual interest and priorities. 3.5 Anticipate the issues of other agencies in regard to the justice system and contact with offenders, and address these positively, honestly and respectfully. 3.6 Use information about existing services in the design and development of offender management programs and for specific projects. 3.7 Conduct contact with other agencies through appropriate and agreed forums.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy N/A				
Performance variables																								
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity									

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](#)

<http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCORG405A Establish and maintain networks.

Links

Companion Volume implementation guides are found in VETNet -

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

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Assessment Requirements for CSCORG011 Establish and maintain networks

Modification History

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1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- applying legislation, regulations and organisational policies, procedures and practices relating to the protocol and guidelines that determine contact with other agencies, services and the wider community
- using interpersonal and group communication with diverse internal and external networks, including negotiation, consultation and liaison
- using formal and informal organisational communication channels
- identifying and obtaining assistance to resolve conflicts in a networking context
- applying procedures relating to occupational health and safety, equal employment opportunity, equity and diversity in the context of networking
- promoting a positive and cooperative image of the organisation and its services

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation, regulations, policies and procedures relating to the protocols and guidelines that determine contact with other agencies and services
- organisation structures and protocols, including knowledge of services and programs of the organisation
- key people and service agencies in the community related to services and support for offenders
- organisational and community communication channels
- principles of conflict resolution

- range of effective communication strategies for cooperative and inter-agency decision making
- organisation's code of conduct
- organisation's offender management policies, procedure and protocols

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when building and maintaining networks, including coping with difficulties, irregularities and breakdowns in routine.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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