



Australian Government

Assessment Requirements for CSCORG012

Manage activities to meet client requirements

Release: 1

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Modification History

Release	Comments
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.

- using effective communication techniques especially related to negotiation, contracts, formal agreements and team collaboration and cooperation
- using a range of reliable sources of information
- promoting and responding to feedback
- maintaining accurate and comprehensive records and reporting to key people
- applying procedures relating to occupational health and safety, equal employment opportunity, equity and diversity in the context of client service
- designing activity plans that are realistic, manageable, mutually agreed to and contain all the components necessary for implementation and measurement
- managing resources efficiently, safely and cost-effectively
- applying quality assurance mechanisms and processes
- applying continuous improvement methods
- developing resources based on activity plans
- developing systems for product and service review and redesign

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 activities that meet client requirements
- principles of quality assurance and continuous improvement
- requirements for dealing with internal and external customers and maintaining a customer focus

- strategies for planning and monitoring activities
- product and services related to the focus of the work environment
- consultation methods and principles of team participation
- principles of time and resource management

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 managing activities to meet client requirements, including coping with difficulties, irregularities and breakdowns in routine.

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

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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