



Australian Government

CSCORG012 Manage activities to meet client requirements

Release: 1

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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 CSCORG406A Manage activities to meet client requirements.

Application

This unit describes the skills required to negotiate client requirements, plan activities, maintain the work environment and monitor products and services.

In the context of this unit clients may include:

- individual members of the public
- individual members of the organisation
- other work areas in the organisation
- external agencies in the justice system
- other agencies and community groups
- service funding bodies targeting offender needs
- senior management
- government and Ministers

This unit applies to those working in a role delivering services or products to a client.

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 external agencies and organisations.

Those undertaking this unit work autonomously and collaboratively with a range of contacts and require strong analytical and decision-making 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. Negotiate client requirements	1.1 Contribute to honest and confidential discussion of client interests. 1.2 Provide clear and accurate information about the features and benefits of products and services to clients. 1.3 Ensure agreements contain all relevant information needed to determine the work activities necessary to meet client requirements. 1.4 Ensure agreements and contracts comply with legal and organisational requirements. 1.5 Record, store and use information provided by and to clients according to legal and organisational requirements. 1.6 Review client agreements regularly to determine improvements that can be made.
2. Plan activities	2.1 Consult relevant people about the activities needed to meet client requirements. 2.2 Monitor activity plans for circumstances that might affect activities, such as past experience and available resources. 2.3 Ensure activity plans allow client requirements to be met in the time agreed and meet the organisation's policies and procedures. 2.4 Develop additional resources, team practices and skills to meet client requirements.
3. Maintain the work environment	3.1 Advise all relevant people about their legal and organisational responsibilities to maintain a healthy, safe and productive work environment. 3.2 Allocate resources and support to ensure that people involved can work in a healthy, safe and productive environment. 3.3 Review and improve the work environment through the involvement of team members. 3.4 Ensure that the work environment meets all legal and organisational requirements and is as productive as possible within work constraints. 3.5 Respond to breaches in health and safety promptly and in line with policies and legal requirements. 3.6 Make clear and prompt recommendations for improving the work environment. 3.7 Accurately complete all records of health and safety to meet

	organisational requirements.
4. Monitor products and services	4.1 Consult relevant people about all aspects of the quality of products and services and acknowledge their advice on improvements to the processes involved. 4.2 Review products and services according to quality management practices to ensure compliance with contract plans. 4.3 Obtain feedback from clients on how effectively their requirements are being met. 4.4 Consult clients on a regular basis regarding their short and long-term needs for products and services and when there are significant changes to products and services. 4.5 Review contracted prices and conditions according to changing demands, supplies and technology. 4.6 Take prompt action when products, services and processes fail to meet requirements. 4.7 Complete records of customer agreements and outcomes accurately according to organisational policies. 4.8 Implement and review procedures during the manufacturing or service supply process to ensure that best practices and operator safety are maintained.

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				

Performance variables

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

Unit Mapping Information

Supersedes and is equivalent to CSCORG406A Manage activities to meet client requirements.

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 CSCORG012 Manage activities to meet client requirements

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.

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