



Australian Government

CSCORG014 Use information to make critical decisions

Release: 1

CSCORG014 Use information to make critical decisions

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 CSCORG501A Use information to make critical decisions.

Application

This unit describes the skills required to obtain information to make critical decisions, analyse information for decision making and advise and inform others of the decision/s.

This unit applies to those working in generalist and specialist supervisory roles from a range of occupational areas.

This is a generic management unit that has been designed to allow significant contextualisation according to the requirements of the organisation, management structures and candidates' work roles and responsibilities.

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 organisational decision making.

Those undertaking this unit work autonomously, occasionally accessing and evaluating support from a broad range of sources. The role requires critical reflection, analysis and high level evaluation 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. Obtain the information needed to make critical decisions	1.1 Identify the information needed to make the required decisions. 1.2 Check and confirm that the sources of information are reliable and sufficiently wide-ranging to meet the context of the decision. 1.3 Ensure that methods of obtaining information are reliable, effective and make efficient use of resources. 1.4 Ensure that methods of obtaining information are consistent with personal and professional values, ethics and organisational code of conduct. 1.5 Take prompt and effective action to deal with information that is inadequate, contradictory or ambiguous.
2. Analyse information for decision making	2.1 Ensure objectives for analysis of information are clear and consistent with the decisions required. 2.2 Analyse the information to identify patterns and trends significant to the decisions needed to be made. 2.3 Support conclusions with reasoned arguments and appropriate evidence. 2.4 Clearly identify differences between fact and opinion. 2.5 Ensure records of analysis are sufficient to show the assumptions and decisions made at each stage.
3. Make critical decisions	3.1 Make decisions based on sufficient, valid and reliable information and analysis. 3.2 Make decisions that are consistent with personal and professional values, ethics and legal obligations. 3.3 Obtain advice from relevant people if there is insufficient information or if decisions conflict with values, policies, guidelines and procedures. 3.4 Make decisions in time for appropriate action to be taken and communicated to relevant personnel.
4. Advise and inform others	4.1 Provide advice and information in a form and manner appropriate to the needs of the recipients. 4.2 Provide information and advice that are accurate, current, relevant, sufficient and consistent with organisational policy, procedures and guidelines. 4.3 Check and confirm recipients' understanding of the advice and information given. 4.4 Maintain confidentiality according to organisational and legal requirements. 4.5 Use feedback from recipients to improve the way advice and information is provided.

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 CSCORG501A Use information to make critical decisions.

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 CSCORG014 Use information to make critical decisions

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.

- applying legislation, regulations and organisational policies, procedures and practices relating to information gathering, analysis and decision making
- using effective communication techniques especially related to consultation, investigation and reporting
- identifying sources of information, and analysing and drawing conclusions that are logical and justifiable
- accessing and using information ethically and legally
- using critical analysis techniques
- presenting information in a range of ways, such as report format, numerically, spatially, in tables and with graphs
- giving and receiving feedback on the quality and relevance of both information and decisions

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.

- organisation's policies and procedures relating to the protocols and guidelines for information handling
- data collection and management procedures
- strategies for critically analysing information and communicating advice and information effectively to others through speaking and writing
- cultural aspects of information and meaning
- how to distinguish between fact and opinion

- methods for keeping records safe, secure and accessible
- strategies to address a conflict of interest
- situations when it is allowable or necessary to take initiative and act autonomously
- importance of giving and taking feedback on the quality and relevance of information and decisions

Assessment Conditions

This unit should be assessed in the workplace, or where this is not feasible, in a suitable simulation applying the context and material of the workplace and its requirement. Assessment should include the opportunity to demonstrate evidence from work in the wider community. Evidence should be gathered over time in a range of contexts to ensure the candidate can achieve the unit outcome and apply the competency in different situations or environments.

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

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