



Australian Government

CSCORG020 Manage projects in justice and offender services

Release: 1

CSCORG020 Manage projects in justice and offender services

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 CSCORG507A Manage projects in justice and offender services.

Application

This unit describes the skills required to supervise a project team, monitor the progress of a project, maintain project quality and maintain communication with key people during the project.

This unit applies to those working in a role supervising substantial complex projects.

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 project management.

Those undertaking this unit work autonomously, frequently accessing and evaluating support from a broad range of sources. The role requires organisation, critical reflection and high level communication 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. Supervise project team	1.1 Develop project plan. 1.2 Select project management tools and allocate tasks to project

	team in ways that make best use of team resources. 1.3 Motivate team members to fulfil the tasks allocated to them with commitment and enthusiasm. 1.4 Refine the project plan in consultation with team members and provide up-to-date information appropriate to their project role and responsibilities. 1.5 Maintain team leadership by providing opportunities for team members and key people to contribute to the development of the project. 1.6 Identify strategies for dealing with problems experienced by team members. 1.7 Provide support to team members to allow them to achieve their objectives throughout the timeframe of the project.
2. Monitor progress of the project	2.1 Monitor and evaluate the progress of the project against the schedule of activities and milestones identified in the project plan. 2.2 Identify emerging risks and obstacles and their causes and take appropriate action. 2.3 Ensure all stages of work have clear authorisation to ensure that activities begin, progress and finish according to plans. 2.4 Control project activities and resources in line with project plan and consistent with the project's scope and definition. 2.5 Record changes to activities, resources and plans and provide them to the necessary people. 2.6 Involve the project sponsor in any review of the project scope and definition, or significant changes to the project plan.
3. Maintain project quality	3.1 Consult team members and key people for their measures of the quality of the work of the project and solutions to identified problems. 3.2 Use quality improvement methods to enhance the work of the project and introduce change in a way that minimises disruption and team harmony. 3.3 Identify problems promptly and analyse issues for potential causes and solutions. 3.4 Implement agreed improvements in a way that makes efficient and effective use of the resources available and maintains the support of team members and key people.
4. Maintain communication with key people	4.1 Provide key people with timely and relevant information that is consistent with the project plan and helpful to the project achieving its goals. 4.2 Distribute information effectively ensuring the information meets the needs of key people while maintaining agreements on confidentiality.

	4.3 Present information in styles and formats most appropriate to the needs and interests of key people. 4.4 Seek information from key people and from sources with an interest in the project and assess it for its implications.
--	--

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	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 CSCORG507A Manage projects in justice and offender services.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for CSCORG020 Manage projects in justice and offender services

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.

- accessing and using legislation and guidelines that may impact on the project and management of the project
- using project planning techniques related to projects that may be reasonably complex in terms of scope, degree of risk, and political, cultural and social factors
- detailing requirements, writing recommendations and preparing plans requiring precision of expression
- negotiating timelines, roles and responsibilities with stakeholders and project team members
- scheduling project activities
- communicating with key people using a range of communication styles to suit different audiences and purposes
- using project management tools suited to reasonably complex projects
- using communication strategies involving exchanges of often complex oral information
- applying risk-management techniques in project management
- maintaining the commitment, motivation and support of team members
- using team-building strategies
- responding to diversity in the workplace

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 that may impact the project

- legal and statutory obligations associated with project management in the context of the organisation and its services
- role and relationship of projects and their management within the strategic objectives and purposes of the organisation and the wider justice system
- current project management and quality assurance methods
- organisation's recent experience with project management and constraints arising
- methods of analysing and costing resource capacity and use
- methods of control and accountability of processes and resources
- principles of team leadership and team development
- objectives and methods for effective negotiation
- recording and reporting requirements
- opportunities for training, professional skills development and learning activities
- conflict resolution techniques
- justice system structures and political influences
- equal employment opportunities, equity and diversity principles

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 projects in justice and offender services, including coping with difficulties, irregularities and breakdowns in routine.

Evidence must be gathered over time and drawn from the range of routines and required work activities relevant to the performance criteria, the range statement and the organisational environment.

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>

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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