



Australian Government

CSCORG023 Provide leadership in justice services

Release: 3

CSCORG023 Provide leadership in justice services

Modification History

Release 3. Modifications have been made to:

- Element 3 reworded

Release 2. Modifications have been made to:

- Application
- Elements and Performance Criteria

Release 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 CSCORG601A Provide leadership in justice services.

Application

This unit describes the skills and knowledge required to promote the role and contribution of justice services in the community, monitor and develop the quality of justice services and represent the interests of the justice system in national and/or international forums.

This unit applies to those working in management within justice services.

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.

Those undertaking this unit work autonomously, proactively accessing and evaluating support from a broad range of sources. The role requires comprehensive analysis and organisational skills and high level oral communication skills.

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

Pre-requisite Unit

Not applicable.

Competency Field

Organisational administration and management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Promote the role and contribution of justice services in the community

- 1.1** Consult colleagues in the justice system, government agencies and NGOs about mutual interests to promote open, frank and confidential discussion and a positive image of the purpose and contributions of the organisation
- 1.2** Inform colleagues about service plans and activities, emerging threats and opportunities in which they have an interest
- 1.3** Ensure roles, relationships and protocols of communication and mutual support are clear, realistic and productive
- 1.4** Ensure networks and work relationships are developed and maintained to provide identifiable benefits to organisations, clients and services
- 1.5** Promote a positive and energetic image of justice services at every available opportunity, using a range of media and forums
- 1.6** Present contemporary issues concerning justice services to key stakeholders and communities in a confident and comprehensive way, ensuring open and informed debate and decision making
- 1.7** Provide authoritative and specialist advice within the area of responsibility to a wide range of interests

2 Monitor and develop the quality of justice services

- 2.1** Research standards and benchmarks for justice and promote them using flexible consultation strategies with all key interest groups in the justice system
- 2.2** Use a wide range of opportunities to raise awareness and commitment to the value of justice services amongst service providers, staff and the community
- 2.3** Analyse information on the performance of services from a wide range of sources and check for community reactions and quality performance

- 2.4 Analyse political, legal and structural issues that have an impact on the justice system for their effect on future needs and provisions
 - 2.5 Consult decision makers and provide them with information about the provision of justice services and the issues related to them
 - 2.6 Check information about the justice service is up-to-date, reliable, accurate and consistent with the needs of the audience
 - 2.7 Encourage key stakeholders to contribute constructively and openly to debates about justice services in a way that promotes creative and forward-looking progress
- 3 Represent the interests of the justice system in State/Territory or National forums**
- 3.1 Prepare reports on activities, progress, results and achievements that are timely, accurate and in line with professional agreements and protocols
 - 3.2 Prepare reports that contain clear and accurate information about emerging threats and opportunities with the degree of urgency appropriate to the situation
 - 3.3 Negotiate objectives and proposals for action that are clear and realistic
 - 3.4 Present proposals for action at appropriate times to those who need to use them in decision-making processes
 - 3.5 Address disagreements with the intention of making constructive efforts to resolve them and maintain good working relationships
 - 3.6 Conduct consultations with relevant people in a respectful way that values differences as well as agreement
 - 3.7 Provide clear and relevant guidance on values, ethics and standards of practice and give support to the promotion and maintenance of these values
 - 3.8 Where problems and conflicts arise that cannot be addressed routinely, provide adequate resources to resolve the situation promptly

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG601A Provide leadership in justice services.

Links

Companion Volume Implementation Guides are found in VETNet -

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

Assessment Requirements for CSCORG023 Provide leadership in justice services

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two occasions and include:

- applying agreed practices and protocols for consultation and professional networks, inside and outside the organisation and in state, national and, where relevant, international forums
- operating effectively in state, national and, where relevant, international forums
- operating effectively in both general and specialist interests in justice services
- developing and maintaining professional relationships with a comprehensive range of key people and agencies in justice services
- establishing and maintaining communication in complex human service, industrial and political contexts
- providing high-level specialist advice to senior decision makers
- providing information based on complex analysis of service data in the context of public, legal and political accountability
- providing formal presentations to industry forums.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- organisational policies and procedures related to the justice system and its services
- strategic plans, business plans and performance management processes for systems and services
- advanced communication and promotional techniques
- information management procedures

- working relationships with reference to:
 - service, policy, management and accountability structure of the justice system
 - legislation relevant to the management and services of the justice system
 - nature of support needed by colleagues in the justice system and timing of that support
 - group dynamics and factors that impact on the effectiveness of working groups
 - techniques and strategies needed to encourage and ensure effective working relationships in both familiar and unknown forums
 - factors that influence the development and maintenance of trust in working relationships
 - strategies and techniques for tackling difficult and controversial issues with colleagues in the context of maintaining effective relationships and promoting positive images and consensus.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace policies, procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment, facilities and personal protective equipment (PPE) currently used in industry.

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