



Australian Government

CSCORG025 Manage the delivery of a quality correctional service

Release: 2

CSCORG025 Manage the delivery of a quality correctional service

Modification History

Release 2. Modifications have been made to:

- Application
- 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 CSCORG603A Manage the delivery of a quality correctional service.

Application

This unit describes the skills and knowledge required to manage the delivery of a quality correctional service. It includes analysing the service needs and providing, reviewing, promoting, developing and enhancing services.

This unit applies to those working in a management role 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, particularly those related to the provision of services in the organisation.

Those undertaking this unit work autonomously, frequently accessing and evaluating support from a broad range of sources. The role requires high level analysis and organisational 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 Analyse service needs

1.1 Research information on the profiles, cultures and needs of clients using a range of accurate and reliable information

1.2 Develop and maintain relevant and accurate records of needs

1.3 Identify and review service requirements to ensure needs will be met through new and expanded services

1.4 Respond to feedback with positive, flexible options and proposals for improvements

2 Provide and review services

2.1 Provide clients with relevant and current information about the services of the organisation designed to promote the organisation in a positive way

2.2 Negotiate mutually agreed service delivery contracts and conditions and adjust according to changes in the analysis of needs and resources

2.3 Identify individual differences and special needs and consider these in the service design

2.4 Review service delivery to ensure it reflects current best practice

2.5 Identify problems in service delivery through stakeholder consultation and feedback obtained on services, and negotiate improvements

3 Promote service

3.1 Promote and market service to potential clients to ensure the benefits and costs are clearly presented

3.2 Identify potential areas of difficulty in service and recommend solutions and a range of service options

3.3 Resolve concerns about the service and refer complaints of a serious nature for resolution at a senior or specialist level

3.4 Assist service users to identify their needs and select the most suitable available service

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| 4 Develop and enhance service | 4.1 Ensure changes to service are within policy and budgetary frameworks |
| | 4.2 Use relevant information relating to demand and trends to review client service delivery |
| | 4.3 Use information on products and services to match client needs and service delivery |
| | 4.4 Develop performance indicators to monitor client service delivery and to set standards for best practice service delivery |

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 CSCORG603A Manage the delivery of a quality correctional service.

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 CSCORG025 Manage the delivery of a quality correctional service

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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:

- establishing and maintaining a network of current and potential service users
- incorporating the requirements of specific groups into service design and delivery
- interpreting feedback from clients and service users
- reviewing service design and delivery in conjunction with user needs, circumstances, feedback and outcomes.

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:

- legislative and regulatory frameworks influencing provision of services in correctional organisations
- current developments in effective service delivery in correctional services
- current quality assurance commitments and processes
- current performance management systems, policies and processes
- marketing and promotion techniques.

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.

Links

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