



Australian Government

CSCORG032 Undertake research and report findings within the correctional services environment

Release: 1

CSCORG032 Undertake research and report findings within the correctional services environment

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 3.0

Application

This unit describes the skills and knowledge required to undertake research and report findings within the correctional services environment. It includes selecting appropriate research strategies, gathering information, consulting with key people, organising and analysing information and reporting findings of research.

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.

Those undertaking this unit work autonomously, intuitively accessing and evaluating support from a broad range of sources. The role requires critical analysis, research, communication and written reporting 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 Performance criteria describe the performance needed to

outcomes	demonstrate achievement of the element.
1 Select appropriate research strategies	1.1 Select research strategies suitable for the scope of the research and the available resources
	1.2 Use a combination of research methods that contribute to the validity and reliability of the outcomes
	1.3 Select research strategies with consideration to consultation, timeframes, resources and support from key stakeholders
2 Gather information	2.1 Identify all relevant information sources and use effective methods to collect information
	2.2 Select materials and aids needed to conduct research appropriate to the selected methodology
	2.3 Collect and maintain information confidentially in accordance with organisational and legislative requirements
	2.4 Collate information ensuring it complies with timeframes, organisational and legislative requirements
3 Consult with key stakeholders	3.1 Identify and consult a range of stakeholders and groups with an interest in the issues
	3.2 Check information for accuracy and address the need for further information with effective follow up
	3.3 Ensure the consultation purpose, methods and activities comply with agreed practices and protocol of the organisation and other interested agencies
	3.4 Consider and incorporate the comments and views of stakeholders where relevant and justified by the research
4 Organise and analyse information	4.1 Organise information in a format that lends itself to analysis and is suitable for the purpose of the research
	4.2 Verify data and information in conjunction with other available research for relevance, accuracy and currency
	4.3 Analyse data and information to develop findings including identifying patterns, trends, observations and explanations
	4.4 Ensure the conceptual framework of the analysis and the assumptions are clear to those being consulted

- 5 Report the findings of the research**
- 5.1** Prepare reports that include complete and accurate details of the research methodology, information and analysis
 - 5.2** Document the research findings in an accessible and useable style and format
 - 5.3** Ensure research results are reported and made available to key stakeholders with an interest in the issues researched

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 CSCORG027 Research issues of concern in correctional 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 CSCORG032 Undertake research and report findings within the correctional services environment

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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 one occasion and include:

- applying a range of research strategies relevant to the nature of the research
- analysing complex data
- managing time and priorities using a wide range of methods
- using sophisticated written and verbal communication to:
 - present formal written reports
 - negotiate with a wide range of known and unknown stakeholders
 - negotiate with senior management and specialist professionals
- interpreting data and information
- solving complex problems
- using information technology for research and reporting
- networking inside and outside the workplace.

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:

- agency, organisation and legislative requirements, policies, procedures and practice
- organisation's consultation, reporting and accountability systems and processes
- code of ethics
- suitable research methodologies
- methods to analyse qualitative and quantitative data
- consultation models, protocol and practice
- manual and electronic information systems
- cultural implications of research methods and the cultural analysis of information
- information confidentiality.

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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