



Australian Government

CSCORG048 Gather, analyse and report information

Release: 1

CSCORG048 Gather, analyse and report information

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

This unit describes the skills and knowledge required to gather and analyse information from multiple sources and stakeholders to inform a written report for submission internally or externally to the organisation.

An individual undertaking this role usually works autonomously, drawing upon support from a range of familiar and new resources.

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 formal inquiries.

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

Elements describe the essential outcomes.

1 Gather information

PERFORMANCE CRITERIA

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

1.1 Consult and validate information and documentation with key stakeholders and information sources

- 1.2 Use effective interpersonal and communication strategies to establish relationships of trust to enable a relevant exchange of information
 - 1.3 Adopt strategies to respond constructively to barriers in information gathering
 - 1.4 Confirm your understanding of the purpose, process, and expectations of the report outcome with key stakeholders
 - 1.5 Research information from all relevant sources ensuring data is accurate and factual
 - 1.6 Encourage stakeholders to provide relevant feedback
- 2 **Analyse information**
 - 2.1 Ensure the reliability of information by identifying and investigating contradictions, inconsistencies and lack of clarity
 - 2.2 Collate and organise information in line with the requirements of the report
 - 2.3 Formulate conclusions, recommendations, and outcomes consistent with the information available
- 3 **Report on inquiries**
 - 3.1 Justify conclusions and recommendations with the available evidence and present them in the required style and format
 - 3.2 Authorise the information in the report using an appropriate delegated person
 - 3.3 Use information from other source material ethically, accurately and in context
 - 3.4 Use expression and language that is clear, concise and appropriate to the requirements of the report
 - 3.5 Prepare and distribute reports within agreed timeframes

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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG008 Gather and report complex information.

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 CSCORG048 Gather, analyse and report information

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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:

- reading, analysing, and summarising relevant documentation
- managing and storing information in accordance with organisational procedures
- writing reports that meet the requirements of the organisation
- checking and confirming with reliable sources the accuracy and relevance of information
- submitting reports according to procedures related to urgency and risk
- gathering and analysing information from multiple sources
- determining the need for additional information and sourcing, if required
- sourcing information from relevant documentation and agencies.

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 interviewing, documenting, and reporting
- legislation and statutory obligations of reporting in own state or territory justice system, including legal requirements of own role and responsibilities
- types of reports required in the justice system
- security of information, confidentiality and right to information
- technical and professional language used in the work environment
- awareness of personal bias in report writing
- rules of evidence
- effective interpersonal and communication strategies
- relevant agencies and their roles.

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 procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

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