



Australian Government

Department of Education, Employment and Workplace Relations

CSCINT402A Assist offenders to change behaviour

Revision Number: 2

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Modification History

CSCINT402A Second release: Layout adjusted. Text added to required knowledge and range statement. Minor editorial changes to PC 1.5 and 2.5.

CSCINT402A First release: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to direct behaviour change through structured planning, and programs designed to achieve specific outcomes for offenders.

Application of the Unit

This unit may be part of a general case management approach or it may be part of a specialist set of strategies for influencing particular behaviour in offenders. This can be the behaviour that has caused the offence or it may be risk behaviour associated with detention or community-based supervision. Offender participation may be part of a mandatory sentence requirement or voluntary, and may be inside a secure centre or in the community.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Support and monitor the progress of change.	1.1 Maintain contact with offenders according to program agreements and in a supportive but non-intrusive manner. 1.2 Check signs of progress or obstacles and review and adjust intervention plans. 1.3 Consult colleagues working with offenders for information about progress and check information with a range of sources. 1.4 Provide information to colleagues working with offenders that is accurate, comprehensive and designed to promote cooperation in the implementation of change. 1.5 Negotiate and provide support where progress and obstacles indicate a need. 1.6 Negotiate and implement agreed penalties and rewards where beneficial.
2 Review the process and outcomes of personal plans.	2.1 Identify and match outcomes against the plans and the indicators of progress. 2.2 Give relevant feedback at progressive stages based on the personal goals and timetables agreed in plans. 2.3 Negotiate new or adjusted goals and timeframes and adjust plans to reflect new agreements. 2.4 Publicly credit and acknowledge achievements where this is agreed. 2.5 Recognise achievements in offender's personal responsibility and accountability formally and informally. 2.6 Identify and negotiate new areas of change and development.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- making clear agreements with offenders about goals, processes and outcomes
- conducting interviews with offenders for specialist purposes
- establishing a balance between being directive and the offender maintaining responsibility and control
- establishing a balance between being supportive and non-intrusive
- checking and confirming information about offenders with colleagues
- reporting to colleagues and team on information about the progress of offenders
- operating as part of a complex case management team
- developing responses that are in proportion to the events
- providing leadership in the development of personal change plans
- showing firm and flexible responses to positive and negative developments
- giving honest and constructive feedback
- maintaining a focus on personal responsibility
- assessing needs and promoting change

Required knowledge:

- organisation's policies, procedures, practices, guidelines and standards about:
 - contact with offenders
 - case management
 - programmed intervention
 - referral and specialist support
 - code of conduct
 - duty of care
 - confidentiality
 - freedom of information
 - reporting and offender files
 - use of resources
- principles of case management as a behaviour change strategy
- theories of human behaviour, including:
 - offending behaviour
 - anti-social behaviour
 - behaviour control
 - addictive behaviour
 - mental health conditions
 - peer pressure and control
 - suicide and self-abuse

- role of cultural values in determining behaviour and relationships
- principles of specialist communication, such as:
 - interviewing, including techniques such as motivational interviewing
 - negotiation
 - mediation
 - counselling
 - report presentation
 - cross-cultural communication
- sources of information, including:
 - offender information management system
 - internal recording and reporting system
 - specialist services
 - justice information
 - key people, including offender and family, colleagues and community support services

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

This unit should be assessed in conjunction with competencies covering offender assessment, risk assessment, offender case management and intervention programs.

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit
- ability to assist offenders to change behaviour in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

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 by an individual responsible for assisting behaviour change with an offender as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to assisting offenders to change behaviour
- access to appropriate learning and assessment support when required.

Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors

and colleagues.

**Guidance information for
assessment**

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Type of ***contact*** and negotiation with offenders will depend on work roles and responsibilities and could include:

- assessing offender for referral or inclusion in a specific program
- intervention programs as part of sentencing conditions
- intervention programs that are part of an offender management process
- disciplinary conditions
- conditions for probation or parole or community release
- part of a strategy for reducing re-offending.

Nature of the ***intervention plans*** will depend on the organisation's offender management policies, the focus of the organisation's programs and the resources available and may include:

- therapeutic programs
- group work
- education and learning
- counselling
- training and employment programs
- living skills programs
- motivational interviewing.

Nature of the ***personal goals*** will depend on the offender management objectives and strategies of the organisation and the programs operating in the organisation and could include addressing:

- re-offending
- violent behaviour
- sexual attitudes and sexual violence
- addiction, and drug or alcohol use
- social and interpersonal behaviour, relationships and trauma
- financial management
- skills and employment
- mental illness
- health management
- self-harm and suicide
- cultural alienation.

Unit Sector(s)

Intervention.

Competency field

Not applicable.

Co-requisite units

Not applicable.