



Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM202A Monitor people in care or custody

Revision Number: 2

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Modification History

CSCOFM202A Release 2: Layout adjusted. Minor revisions to required knowledge.
CSCOFM202A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to monitor the care of people in custody and under the responsibility of a correctional organisation or program.

Application of the Unit

This unit applies to correctional services staff working with offenders in prisons and secure custodial centres. With changes based on different organisation's needs, it can apply to workers in the community, juvenile detention, immigration detention or other contexts where working with detained persons is part of the work role.

Customisation will be required to accommodate the different work sites and defined work role contexts in which this unit will be applied.

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 Supervise people in care and custody.	1.1 Ensure assignments comply with all instructions, conditions and procedures. 1.2 Monitor care and supervision to ensure it protects personal dignity, safety, welfare and individual rights. 1.3 Check that care and supervision is consistent with security procedures and any special needs and conditions. 1.4 Report concerns about the physical and emotional condition of people in care immediately. 1.5 Complete clear and accurate records that are in the format required. 1.6 Comply with safety and security procedures at all times. 1.7 Provide information to people in care to reduce confusion and distress. 1.8 Ensure communication is clear and readily understood. 1.9 Make adjustments for cultural needs where this helps communication and understanding. 1.10 Report information to others according to the procedures and the requirements of the assignment.
2 Escort and transfer people.	2.1 Check escort and transfer arrangements and ensure they are consistent with the requirements and conditions of the assignment. 2.2 Make adjustments to escort or transfer arrangements to take into account special conditions or arrangements. 2.3 Check that records needed for the transfer are correct and available. 2.4 Transfer people in a manner that protects their personal dignity, individual rights and allows for special conditions.
3 Provide protection from risk and harm.	3.1 Check and confirm special needs of people in care with instructions. 3.2 Assess requests for assistance according to the nature and degree of the risk and the kind of assistance required. 3.3 Report risks, requests for assistance and additional needs and concerns promptly to authorised officer.

ELEMENT**PERFORMANCE CRITERIA**

- 3.4 Maintain safety, health and security standards at all times according to instructions and procedures.
- 3.5 Report hazards to prevent further injury.
- 3.6 Provide calm, confident and reassuring assistance when required.
- 3.7 Ensure that people needing assistance are made comfortable and safe from further injury.
- 3.8 Give information of the actions taking place and the reasons for them to the people involved.
- 3.9 Arrange transfer of people for specialist attention and protection promptly and effectively.
- 3.10 Help emergency and specialist services according to instructions.
- 3.11 Complete incident reports clearly and accurately and record them according to procedures.

Required Skills and Knowledge

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

Required skills:

- ensuring the security and welfare of people in care and custody
- using approved restraining equipment
- searching and confiscating
- correctly identifying special needs and conditions
- conducting special supervision/watch
- reducing risks, hazards, confusion and distress
- arranging for the needs of people under specific conditions and categories of special needs
- responding to emergencies
- transferring people at risk to specialist services
- giving first aid according to approved methods.

Required knowledge:

- an awareness of organisation's policies, procedures and regulations related to the supervision of people in care and custody, including responsibilities of first responding officer
- principles and approved techniques for giving emergency first aid
- organisation's code of conduct
- an awareness of responsibilities and accountability under duty of care and humane treatment
- likely cultural requirements that allow adjustment in the care and custody of people from different cultures
- routine assignment conditions
- emergency response procedures
- special needs and conditions and the regulations that specify how they are dealt with
- principles of effective communication, especially with uncooperative people
- specialist and support agencies available to respond to emergencies
- procedures that cover the use of security equipment.

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

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.

Context of and specific resources for assessment

This unit contains a wide range of variables to reflect the diverse nature of offender supervision and the different services provided in and for correctional services. Selection from the range of variables will reflect the specific requirements of the work site and the defined work role.

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 monitoring offenders effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to monitoring people in care or custody
- 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.

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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.

People in care may include:

- juveniles and young offenders
- people affected by drugs or alcohol
- people at risk of harming themselves
- Aboriginal and Torres Strait people
- people who are injured or ill
- people who don't speak English
- people attracting media and public attention.

Unit Sector(s)

Offender management.

Competency field

Not applicable.

Co-requisite units

Not applicable.