



Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM304A Protect the safety and welfare of young offenders

Revision Number: 2

CSCOFM304A Protect the safety and welfare of young offenders

Modification History

CSCOFM304A Release 2: Layout adjusted. No changes to content.
CSCOFM304A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to ensure the protection of young people who are in detention as a result of court orders and who need special supervision.

Application of the Unit

This unit can be applied using a combination of training outcomes and performance in the workplace, with the principal evidence developed through performance in routine work functions in the workplace.

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 Assess the needs of young people in custody.

- 1.1 Check and confirm all factors relevant to ***assessing the needs, risks*** and circumstances of young people against a range of different sources.
- 1.2 Identify and note immediate concerns and risk factors and report promptly.
- 1.3 Prioritise concerns, risk factors and resources and notify specialist support and referral.
- 1.4 Document issues about the welfare of the young person clearly, comprehensively and in the format required by the organisation.
- 1.5 Refer concerns for consultation with family members and involve them in assessment of need where suitable and constructive.

2 Organise the care and protection of young people at risk.

- 2.1 Ensure that the ***personal needs of young offenders*** are provided for according to resources, ***procedures*** and priorities.
- 2.2 Ensure that special needs and additional support are included in the design of support.
- 2.3 Ensure that special needs are referred to specialist support according to referral protocols and procedures.
- 2.4 Use special protective strategies based on the interests and needs of young offenders and the level of assessed risk.
- 2.5 Identify a range of programs for individual young offenders and provide information and support to access recommended programs.
- 2.6 Provide information about responsibilities, statutory mandates and consequences of options for the safety and protection of young offenders to key people and agencies.
- 2.7 Comply with processes for monitoring and evaluating participation in programs and support provided by specialist services.
- 2.8 Assess the implications for use of a ***range of options*** and incorporate in planning and negotiating with young offenders and their supporters.

Required Skills and Knowledge

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

Required skills:

- applying appropriate communication techniques to workplace situations
- assessing risks, special needs and developmental levels for young offenders
- checking and confirming with reliable sources inside and outside the organisation the accuracy and relevance of information
- analysing information for assessment of risks, special needs and significant changes
- taking responsibility for duty of care outcomes based on the degree of risk and the special needs of young offenders, including personal contact
- preserving the rights and responsibilities of young offenders and their safety and welfare
- making conclusions that are clearly based on available information
- clearly establishing expectations and boundaries in workplace relationships
- willingness to adapt to changes and new circumstances with flexibility
- openness to ideas of others
- using communication strategies to resolve problems and conflict
- providing supervision and care, based on assessed risk and justifiable degree of care and concern
- responding to emergencies.

Required knowledge:

- categories of risk identified in the organisation's risk management plans and relevant to the offender
- procedures and requirements for reporting risks and incidents involving young offenders
- legislation relevant to work role and responsibilities and service guidelines, such as:
 - reporting sexual and other abuse
 - responding to emergencies
 - reporting incidents
 - supervision and surveillance of offenders at risk
 - protective supervision of offenders at risk of harm
 - access to information and restriction of access
 - appropriate relationships with offenders
 - appropriate relationships with colleagues
 - rights and responsibilities of offenders
 - referral to specialist and support agencies
 - suicide prevention strategy

- special needs of offenders
- organisation's code of conduct, code of ethics and duty of care
- range of specialist support services and programs available to young offenders
- processes for getting advice and assistance when there are problems
- cultural practices that will have an impact on decisions made about what allowances are made and permission given
- impact of popular beliefs on values, attitudes and behaviour
- current issues facing young people
- context of criminal behaviour in young people
- social, political, historical and economic context of the response of the justice system to criminal behaviour in young people.

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

The knowledge requirements of this unit may be assessed off the job, for example, in a structured learning process, and performance outcomes, which should be assessed ideally in the workplace in routine activities and in conjunction with other units with specific functional focus.

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 should be assessed in the work environment and using evidence drawn from the routine application of work performance.

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 when working with young offenders
- copies of legislation, policies, procedures and guidelines relating to working with young offenders within the organisation
- case studies and workplace scenarios to capture the range of situations that may be encountered when working with young offenders
- 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.

Assessing the needs may be achieved by:

- case management
- referral to specialist teams and agencies
- special observation
- counselling
- reviewing history of breaches and disciplinary action
- involvement of family and social support
- medical referral
- peer support programs
- cultural programs
- program intervention.

Risks may refer to:

- death, including suicide
- self-harm
- physical injury
- assaulting and harming others
- illness
- physical, emotional and sexual abuse
- harassment and bullying
- accidents
- criminal actions
- risk taking
- social isolation
- depression
- family and personal trauma
- social and cultural alienation.

Personal needs of young offenders may be addressed by:

- preparing documentation for court processes
- obtaining a decision from a court process
- using communication techniques, such as:
 - active listening
 - reflective, summarising questions and statements
 - gaining agreement on actions
 - appropriate language and questioning techniques
- action planning
- setting boundaries for roles and actions
- demonstrating empathy and rapport building

- Procedures*** may refer to:
- conflict management
 - managing grief and change processes
 - negotiating agreement.
 - organisational policies, procedures and guidelines
 - federal, and state or territory legislation
 - program procedures and guidelines
 - court orders and conditions of sentencing.
- Range of options*** may include:
- case management
 - programmed intervention
 - classification and review
 - need and risk assessment
 - reporting and referring systems
 - protective care
 - routine and incident reports
 - review of sentence plan
 - investigations
 - dynamic security
 - security system.

Unit Sector(s)

Offender management.

Competency field

Not applicable.

Co-requisite units

Not applicable.