



Australian Government

Department of Education, Employment and Workplace Relations

CSCORG402A Gather and report complex information

Revision Number: 2

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Modification History

CSCORG402A Release 2: Layout adjusted. No changes to content.
CSCORG402A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to gather and analyse information necessary to provide essential advice for general management purposes and for a range of purposes, including the effective management, support and development of an offender.

Application of the Unit

The application of this unit will be determined by the specified roles, responsibilities and duties of the candidate. This unit should be assessed in the workplace with demonstrated application to the range of investigation, research and reporting requirements encountered in the workplace.

This unit may apply to an inquiry that is part of a formal and statutory process, an internal inquiry that is part of a supervision responsibility, or an inquiry that is part of routine information collection and analysis for the purpose of offender management.

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

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|-------------------------------|--|
| 1 Gather information. | <ul style="list-style-type: none">1.1 Consult and validate information and documentation with key people and information systems promptly and in accordance with policy and practice.1.2 Use effective interpersonal and communication strategies to establish relationship of trust with key people.1.3 Identify negative responses and adopt strategies to respond constructively to them.1.4 Determine the purpose, process and expectations of inquiries and confirm agreement with key people.1.5 Research information with a focus on factual data, contributing behaviour, attitudes and principal issues.1.6 Use effective questioning strategies to enable a comprehensive and relevant exchange of information.1.7 Encourage key people to identify and acknowledge problems and issues relevant to the inquiry. |
| 2 Analyse information. | <ul style="list-style-type: none">2.1 Ensure the reliability of information by identifying and investigating contradictions, inconsistencies and lack of clarity.2.2 Sort, collate and prioritise information according to the purpose and issues of the inquiry.2.3 Formulate conclusions, recommendations and outcomes consistently with the information available, justified by the evidence and presented in a style and format required by the purpose. |
| 3 Report on inquiries. | <ul style="list-style-type: none">3.1 Gather information on inquiries from a range of relevant and valid source material.3.2 Validate and authorise the information in the report, using a range of sources and methods.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 occasion and requirements.3.5 Prepare and distribute reports within agreed timeframes and according to organisation procedures.3.6 Communicate relevant and substantiated conclusions and recommendations to all relevant people in the time and format required. |

ELEMENT**PERFORMANCE CRITERIA**

3.7 Promote service aims and objectives through consistency of conduct, behaviour and presentation in gathering information and preparing the report.

Required Skills and Knowledge

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

Required skills:

- applying appropriate written communication techniques to workplace situations
- researching and analysing information and extracting the important points
- reading and summarising complex legal documents
- checking and confirming with reliable sources inside and outside the organisation the accuracy and relevance of information
- sorting information into a logical pattern and determining its relevance and priority
- making conclusions that are clearly based on the information
- providing information in the correct format, language and form required by the judicial agency and consistent with the organisation's reporting standards
- presenting written material in the range of media used in the workplace, including information technology software (e.g. word processing packages)
- recognising the urgency and high risk components of specific offender management reports
- handling and storing information securely and safely
- using the organisation's information management system.

Required knowledge:

- organisation's policies, procedures, guidelines and practices regarding interviewing, recording and reporting
- organisation's environmental and sustainability practices
- protocols and procedures for communicating in writing with others
- reporting requirements in offender management, including types of reports required in the justice system
- sentencing conditions and requirements, including compliance and breaches of conditions
- rules of evidence
- security of information, freedom of information and confidentiality of information
- relevant cultural practices within the organisation and community
- identification of discriminative language
- technical and professional language used in the government and community safety sectors
- legislation and statutory obligations of reporting in own state or territory justice system, including legal requirements of own role and responsibilities.

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 will require extensive knowledge-based assessment relevant to the organisation and the defined work role. This may be done off the job, for example, through a structured learning process and through assessment of performance in the workplace against the range of variables relevant to the routine requirements of the workplace and the specified requirements of the defined work role.

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 gather and report complex information 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 when gathering and reporting complex information, including coping with difficulties, irregularities and breakdowns in routine
- copies of legislation, policies, procedures and guidelines relating to reporting complex information in the workplace
- access to appropriate learning and assessment support when required.

Method of assessment

The evidence will be largely document-based and will be able to make use of self/team assessment and individual evidence portfolios or logbooks. Evidence must include observation and information generated in the workplace as well as observation of performance in routine work functions or, where this is not possible, in a simulated exercise.

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
- case studies
- scenarios
- simulations or role plays.

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.

Information can be ***validated*** using a range of sources, including:

- personal or written inquiries
- internal and external records and documents
- formal and informal contact with other internal and external services
- significant people, such as police, family, employers, educationalists, psychologists, psychiatrists, medical professionals and institution personnel.

Documentation may include:

- court papers
- formal reports to courts
- internal reports
- justice and police records
- medical and psychological reports
- offending history
- institutional records and files
- organisational records and reports
- reports from other agencies and services
- case notes
- media reports
- independent research and reports.

Key people may include:

- significant interested personnel
- family
- management and colleagues
- specialists
- clients
- those in other justice system services
- contractors.

Inquiries may contribute to the purpose of:

- offender assessment and review
- advising on offender management
- advising on sentence management
- advising on programs and services
- review and evaluation of organisational activities and outcomes
- review of administrative activities and services
- performance reviews
- supervision of staff.

Reports may be required for:

- internal record keeping
- case reports to other agencies and services
- inquiries
- case and offender management
- classification review
- reception and discharge
- formal hearings, including Children's Court, Supreme Court, tribunal, local court, Offender Review Board, parole board, appeal and District Court.

Unit Sector(s)

Organisational administration and management.

Competency field

Not applicable.

Co-requisite units

Not applicable.