



Australian Government

Department of Education, Employment and Workplace Relations

CSCORG605A Research issues of concern in correctional services

Release: 2

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Modification History

CSCORG605A Release 2: Layout adjusted. No changes to content.
CSCORG605A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to provide essential advice in the investigation, review and evaluation of matters for social and organisational policy development and decision making, relevant to current and foreseeable issues in correctional services.

Application of the Unit

This unit applies to applicants with general management competencies from a range of occupational areas.

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 Select appropriate research strategies.	1.1 Select research strategies that are suitable for the requirements of the research and the available resources. 1.2 Use a combination of research methods that contribute to the validity and reliability of the outcomes. 1.3 Select research strategies with consideration to consultation and support from key people.
2 Gather information.	2.1 Identify all relevant information sources and use effective methods to collect information. 2.2 Design materials and aids needed to conduct research appropriate to the selected methodology. 2.3 Collect information in the determined timeframe and methods, and record and store it according to negotiations with the source and information management requirements.
3 Consult with key people.	3.1 Identify and consult a representative range of people and groups with an interest in the issues. 3.2 Check information for accuracy and address the need for further information with effective follow up. 3.3 Ensure that the consultation purpose, methods and activities comply with agreed practices and protocol of the organisation and other interested agencies. 3.4 Consider and incorporate the comments and views of all interests consulted where relevant and justified by the research.
4 Organise and analyse information.	4.1 Organise information in a form that lends itself to analysis and is suitable for the purpose of the research. 4.2 Check information with other available research. 4.3 Confirm data and information with those who provided it and report clearly and comprehensively. 4.4 Confirm that identified patterns, observations and explanations are justified by the information and the context. 4.5 Ensure that the conceptual framework of the analysis and the assumptions are clear to those being consulted and in reporting.
5 Report the findings of the research.	5.1 Prepare reports that include complete and accurate details of the research methodology, information and analysis. 5.2 Conduct piloting and testing of research to validate the research findings using a range of feedback from

ELEMENT**PERFORMANCE CRITERIA**

- key people and a range of different processes.
- 5.3 Document the research findings in an accessible and useable style and format.
- 5.4 Ensure that the results of the research are reported and made available to key people with an interest in the issues researched.

Required Skills and Knowledge

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

Required skills:

- applying a range of research strategies relevant to the nature of the research
- effective consultation with a relevant range of key people
- analysing complex data
- literacy, language and written presentation skills for formal report writing
- personal time management
- using a wide range of consultation methods
- negotiating with a wide range of known and unknown stakeholders
- negotiating with senior management and specialist professionals
- complex written and verbal communication
- interpreting data and information
- complex problem solving
- use of information technology
- networking inside and outside the workplace
- cross-cultural awareness and communication.

Required knowledge:

- agency, organisation and legislative requirements, policies, procedures and practice
- organisation's consultation, reporting and accountability systems and processes
- current and suitable research methodologies
- consultation models, protocol and practice
- manual and electronic information systems
- relevant professional code of ethics
- report presentation
- cultural implications of research methods and the cultural analysis of information.

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
- ability to research issues and concerns within a correctional setting 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 researching issues, and gathering, analysing, organising and presenting information on issues of concern in correctional services as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to research within the organisation
- 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

- completion of a work-based research project.

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.

The contexts for undertaking ***research*** for specific purposes may include:

- preparation of a range of organisational information for policy development, strategic planning, marketing and promoting services, and planning new services
- reviewing existing services and providing advice to management
- responsibility for research specific to a service, its clients, interests and relationship within the wider system
- research into the interests of the criminal justice system or correctional services.

Key people may include:

- within the organisation or department
- in other services, agencies or departments
- in the education or training field
- other researchers
- management
- industry representatives
- community leaders
- colleagues
- offenders
- service and department clients.

Relevant information sources should include:

- personal contact
- paper-based and electronic, including internet
- internal and external documents
- databases
- resource material.

Unit Sector(s)

Organisational administration and management.

Competency field

Not applicable.