



Australian Government

Department of Education, Employment and Workplace Relations

CSCITL501 Manage human sources

Release: 1

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Modification History

CSCITL501 Release 1: Primary release.

Unit Descriptor

This unit covers the competencies required to manage the gathering of information, operational security and safety of human sources in a correctional environment. Human sources are people who provide information about activities within correctional facilities or community release behaviour to correctional services staff. Information may be provided on an ongoing or once off basis.

Application of the Unit

This unit applies to intelligence officers working with human sources in a correctional environment. Human sources may be:

- covert
- community
- contact

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 range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1. Manage risk and operational safety and security for human source

- 1.1 Manage human source activities in conjunction with relevant ***stakeholders***.
- 1.2 Assess human source suitability as an intelligence asset.
- 1.3 Provide ***contact arrangements*** to ensure operational security and effectiveness of human source.
- 1.4 Establish and maintain suitable ***locations*** for meeting a human source.
- 1.5 Provide instruction and briefing to human source on operational security and safety.
- 1.6 Create and maintain an appropriate ***cover story***.
- 1.7 Monitor ***risk*** to human source and implement appropriate action.
- 1.8 Ensure human source safety during ***relocation***.

2. Interact/communicate effectively with human sources

- 2.1 Establish rapport and ***confidential relationship*** with human source.
- 2.2 Use ***language*** and ***communication techniques*** appropriate to the human source being engaged.
- 2.3 Gather information in a secure and discreet manner without compromising the integrity of the human source operation.
- 2.4 Interact with human sources and co-workers while maintaining professional boundaries.

3. Manage human source information

- 3.1 Record human source details and maintain contact records.
- 3.2 Evaluate and re-evaluate human source information.
- 3.3 Store information collected from human sources securely.
- 3.4 De-identify human source information where necessary.
- 3.5 Disseminate human source information to relevant parties.

Required Skills and Knowledge

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

Required skills:

- recognising and accurately assessing situational risks/hazards
- planning, implementing and where necessary adapting workplace safety responses to situational contexts
- minimising workplace risks to self, colleagues and the public
- effectively communicating safety issues/concerns to colleagues, supervisors and when necessary, other emergency service workers and the public
- effectively communicating with a wide range of community members
- analysing, decision making and problem solving skills to ensure human source value and safety
- maintaining ethical practices and self-awareness in interaction with human sources
- employing negotiation skills to communicate effectively with human sources, colleagues and other contacts
- interviewing techniques to make effective use of human sources

Required knowledge:

- legislation, policy and procedures relevant to the Correctional Services facility/organisation
- occupational health and safety guidelines relevant to contact and interaction with human sources
- potential risks associated with managing human sources
- software and operating equipment used in compiling intelligence products
- risk assessment techniques used to assess human source suitability
- own roles and responsibilities
- jurisdictional and organisational requirements of agencies, clients, and stakeholders
- professional integrity and standards of behaviour
- cultural awareness in order to interact with human sources and colleague while maintaining professional boundaries
- verbal/non-verbal communication techniques and processes
- information sources

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

It is essential for this unit that competence be demonstrated in analysis that must be logical, valid, reliable and relevant

Assessment and evidence must confirm the ability to:

- manage and maintain safety and security for human sources
- manage and maintain a range of appropriate cover stories for human sources
- implement and maintain the effective use of appropriate meeting places to ensure that operational integrity is maintained
- manage and maintain an effective relationship and communication process with the human source to ensure the operational security of the operation
- monitor risk to human source and implement appropriate action
- manage the effective use of interpersonal communication skills in establishing rapport with key stakeholders within an operation
- apply effective information gathering techniques whilst maintaining the integrity and security of the operation
- maintain professional integrity throughout the life of the operation, in accordance with the organisational relevant codes of Practice/Ethics

Consistency in performance

Evidence of competency in this unit will need to be gathered over time and from across a range of simulated and/or actual workplace activities.

Context of and specific resources for assessment

This unit contains knowledge that may be assessed off the job, for example in a structured learning process, and performance outcomes which can be assessed in a simulated or real workplace in routine activities and in conjunction with other units.

Access to:

- This unit may be assessed in the workplace or in a simulated operational exercise and may include written assessments.
- Evidence of competence in this unit should be assessed over time in a range of workplace or simulated

	operations.
	• Specialised equipment, relevant scenarios and assets
Method of assessment	The following assessment methods are acceptable methods of assessment for this unit: • case studies • completing workplace documents • observation in workplace or simulated work environment • portfolio of evidence • practical exercises including simulation, demonstration and presentation • written and/or oral questioning to assess knowledge and understanding • written reports
Guidance information for assessment	Assessment of this unit may be enhanced by clustering with: • CSCITL502 Analyse information • CSCITL503 Produce and review standard intelligence products 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

Stakeholders may include:	• intelligence practitioners • law enforcement agencies • investigators • management • specialist staff • other agencies
Contact arrangements may include:	• contact points • mobile phone • land-line • emails • hand signals • emergency contact points

- Locations** may include:
- emergency meeting location
 - public or private
 - indoor/outdoor, cafes, bars, hotel rooms, library, railway stations, museums, car parks
 - medical units
 - interview rooms
 - accessibility
- Cover story** may include:
- persona
 - address/location
 - demeanour
 - reason for meetings
 - provision of explanation
 - personal background
 - reasons withstanding scrutiny
 - credibility/believability
 - understanding pitfalls
- Risk** may include:
- psychological
 - physical
 - legal
 - economic
 - moral
- Relocation** may include:
- movement to a different centre
 - movements within a centre
 - change of classification
- Confidential relationship** may include:
- source maintaining confidentiality
 - safe storage of information
 - safe use of information technology
 - conducting discrete conversation
 - undertaking tasks discretely
- Language** may include:
- use of appropriate terminology
 - appropriate language used in varying situations
- Communication techniques** may include:
- implementing communication strategies which support a human source operation
 - controlling on demeanour to display a range of -attitudes ranging from passiveness or aggression within appropriate circumstances
 - use of voice to de-escalate tense or aggressive situations
 - effective questioning:
 - developing strategies to communicate in a manner that contributes to rapport and invites open

conversation by others

- using relevant questioning to support intelligence or objectives by discrete means to protect operational security
- attentiveness to all information that can be gleaned from human source
- deflection techniques to avoid answering questions from human sources or others in order to maintain personal and operational security

Unit Sector(s)

Intelligence.