

CORRECTIONS IRC

Annual Update to Industry Skills Forecast and Proposed Schedule of Work 2020

IRC Skills Forecast and Proposed Schedule of Work (ISF) are required once every three years. In the intervening years SSOs will report on the research questions listed below.

SSOs can also include additional cases for change to training packages as necessary. This will require evidence on why additional proposal(s) should be considered during an intervening year between the full ISFs (see item 4).

It is important that SSOs work with IRCs and other relevant stakeholders to provide evidence demonstrating to the AISC the veracity of claims. Where possible, statistical data should be used as an evidential basis.

SECTION A

1. Inform the AISC of any new industry workforce, skills developments or trends to emerge since the submission of a full ISF.

Trauma-informed approach

The prison population increases annually in Australia. Incarceration is closely associated with traumatic events such as childhood physical and/or sexual abuse, drug and alcohol abuse, homelessness and mental health issues. This is a key risk factor in offending and re-offending behaviour. Therefore, a trauma-informed approach that is holistic and culturally appropriate can make positive impacts on offenders and reduce their chances of recidivism.

Skills for engaging with cognitively-impaired offenders

There is a high rate of mental illness, including cognitive impairment, in the Australian prison population. About 2 in 5 prison entrants (40 per cent) have a mental health condition, with almost 1 in 4 currently taking mental health-related medication. Also, 87 per cent of young people in custody have a past or present psychological disorder. The need to cater for mental health issues in prisons and facilitate transition to the community has been recognised. The Corrections workforce require specialised skills in understanding cognitively impaired inmates' patterns of behaviour and thoughts to de-escalate stressful situations and engage effectively with inmates.

2. Qualification utilisation:

Identify circumstances in which employers:

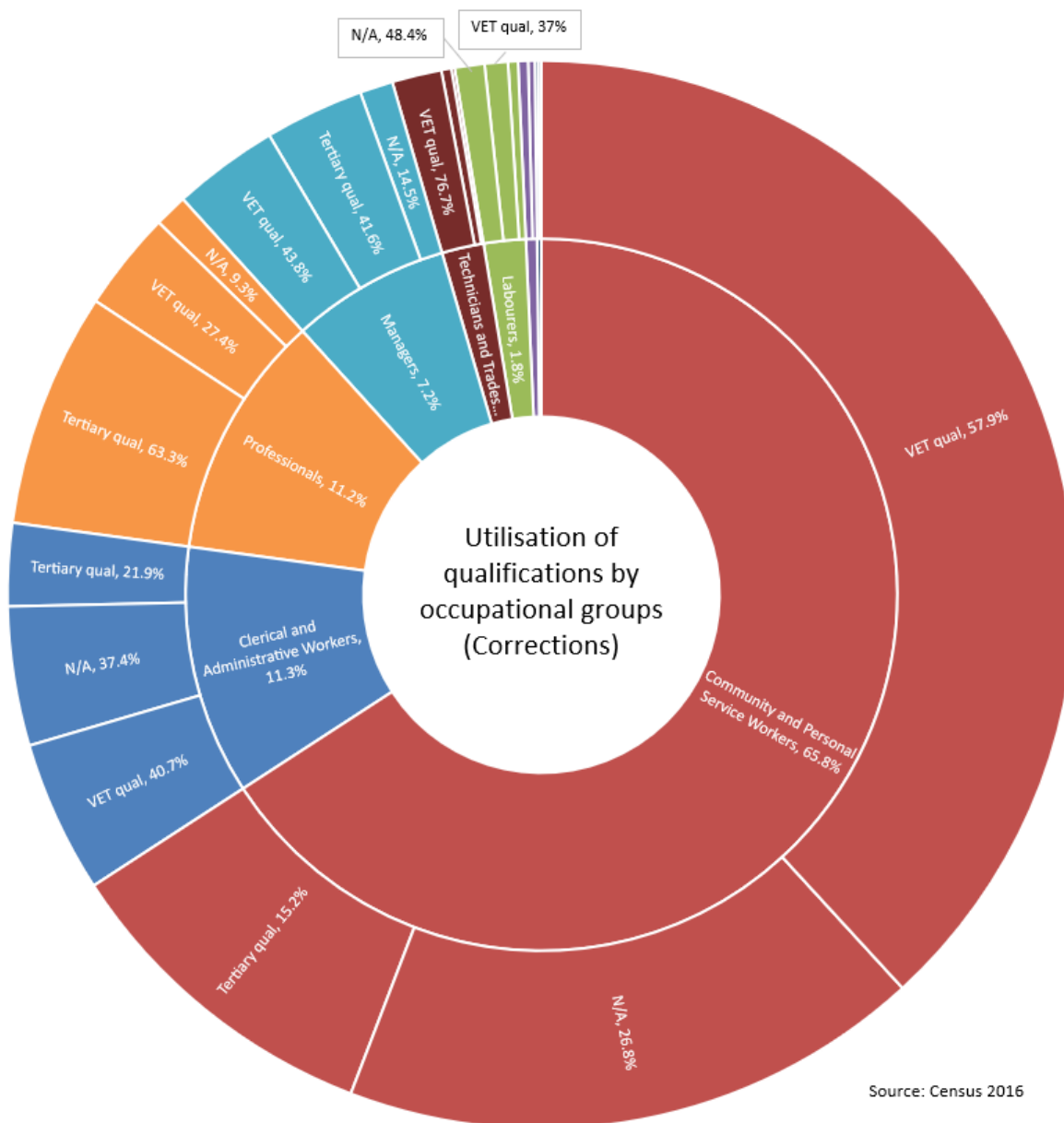
- employ people with VET qualifications
- do not employ people with VET qualifications

People with VET qualifications are employed for senior, technical, food service and healthcare roles.

People with no VET qualifications are employed when there is a requirement to complete accredited training as part of onboarding, e.g. Certificate III for all entry level Correctional Services Officers and Authorised Officers.

Qualification utilisation by occupational group

Community and Personal Service Workers are the largest occupational group in the Corrections industry by far, making up 65.8% of the total workforce. This group is almost entirely comprised of Prison Officers, Welfare Support Workers, Security Officers and Guards. In this group, 57.9% of workers hold a VET qualification which is nearly four times more than those that hold a tertiary qualification and more than twice the number that hold no qualification. The two next largest groups, Clerical and Administrative Workers and Professionals, make up almost equal parts of 22.5% of the workforce and have VET qualification rates of 40.7% and 27.4% respectively. Managers comprise 7.2% of the workforce and hold VET qualifications slightly more often than tertiary (43.8% | 41.6%). Each of the remaining occupational groups make up 2% or less of the workforce total and hold qualifications outside of the CSC training package.



Source: Census 2016

3. Are employers using training outside the national system and if so, why?

Some correctional services and immigration detention organisations are using short courses and enterprise training when job roles do not align to nationally accredited Training Package components. This training is undertaken to meet the specific needs of enterprise or location requirements.

4. Identify qualifications with low and no enrolments. Provide reasons and evidence for the need to retain/delete these qualifications.

CSC units with zero enrolments (units in red currently in draft).

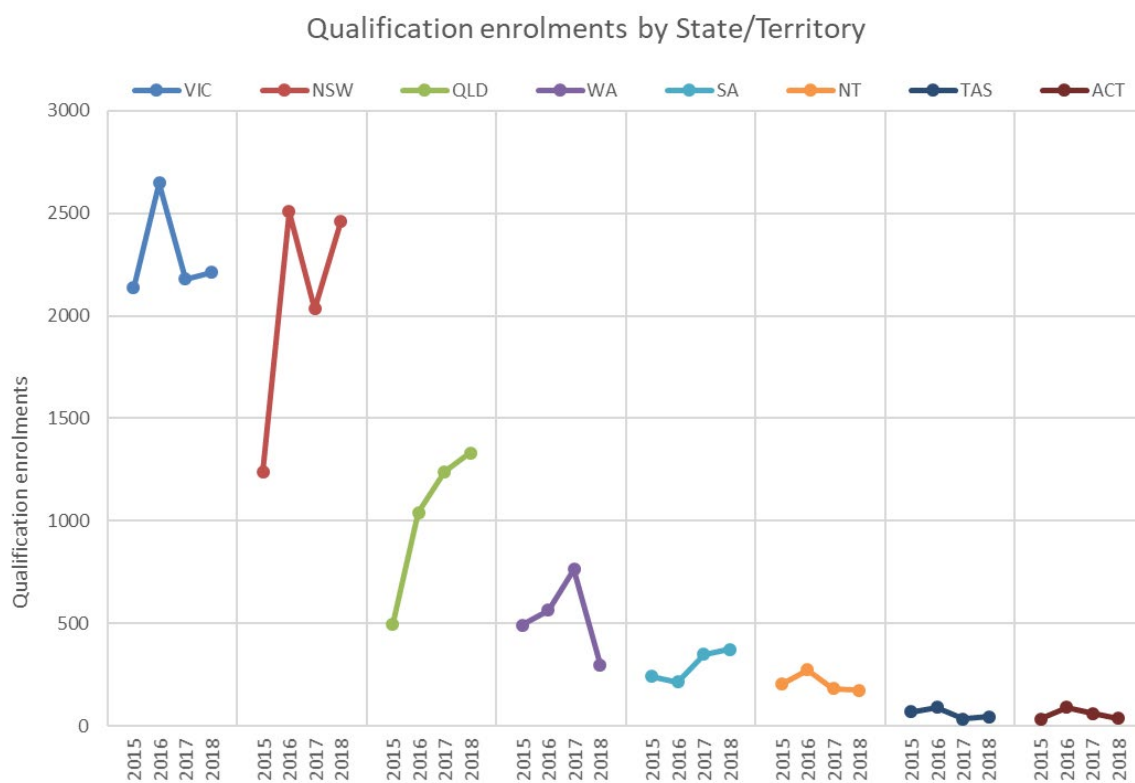
Code	Title	Release date
CSCDOG003	Prepare stimulus aids for use with dogs	3/08/2015
CSCDOG005	Train detector dogs	3/08/2015
CSCINT006	Use therapeutic processes in groups to address offending behaviour	3/08/2015
CSCINT007	Use group processes to address offending behaviour	3/08/2015
CSCINT008	Coordinate intervention strategies for offenders	3/08/2015
CSCOFM022	Supervise offender management practices	3/08/2015
CSCOFM023	Establish offender management practices	3/08/2015
CSCORG020	Manage projects in justice and offender services	3/08/2015
CSCORG021	Determine the effective use of financial resources	3/08/2015
CSCORG026	Establish strategic guidance for correctional services	3/08/2015
CSCSAS003	Maintain the security of premises	3/08/2015

Eleven CSC Units of Competency have had zero enrolments over the last four years. Four of those units listed above are currently in development to improve industry relevance.

The CSC20115 - Certificate II in Justice Services qualification has had less than 20 enrolments each year from 2015 - 2017 and less than 10 in 2018. These numbers are low relative to the applicable workforce. Those undertaking this role would normally be employed in roles that provide security support to the Corrections Industry such as Security escort officers. Extensive industry engagement will be required to determine the reason for low enrolment and current demand within the Corrections Industry to retain this qualification.

QUALIFICATION ENROLMENTS BY STATE/TERRITORY

The two States that stand out most in terms of qualification growth are New South Wales and Queensland which have, respectively, nearly doubled (98.6%) and more (167.5%) in the last four years. In New South Wales, almost all that growth occurred between 2015 and 2016, falling back somewhat since. Queensland Corrective Services is maintaining an ongoing recruitment campaign, which is visible in the enrolment data for the state. Enrolments in Western Australia have declined the most overall, falling 39.8% since 2015, or 61.2% since last year.



Source: NCVET VOCSTATS

5. Reasons for non-completion of qualifications and skill sets (including micro-credentials). Where students complete qualifications or skill sets, what was the purpose of undertaking them (e.g. finding employment, upskilling)?

Data on reasons for non-completion are unfortunately not available at the qualification and Skill Set level in Total VET Activity (TVA) data. Our analysis relates to the study reason of students that passed, failed or withdrew from Units of Competency.

Failure in CSC units was virtually unheard of in 2018, though most possible failures are likely hidden within withdrawn figures. Even taking this into account, more than 80% of unit results measured in 2018 were recorded as a pass. Being a requirement of one's job is the most dominant reason by far, accounting for more than 71% of all results. The general order of reasons is almost the same regardless of result, with the exception of 'personal interest or self-development' which figured more highly among withdrawn results than getting a job.

Study reason	Passed	Failed	Withdrawn
It was a requirement of my job	22312	0	4069
I wanted extra skills for my job	3646	0	1170
To get a job	1231	0	183
For personal interest or self-development	989	0	1059
To try a different career	900	0	134
To get a better job or promotion	418	0	360
Other reasons	186	0	172
To get into another course of study	119	0	18
To start my own business	15	0	0
To develop my existing business	0	0	7

6. Identify, where possible, opportunities for use of cross-sector units developed by the AISC.

Future opportunities for use of cross-sector units may be possible in areas of communication, working with people with a disability, digital technologies, data analysis, cyber security and leadership. The following endorsed Cross Sector units may be suitable for future use:

- BSBXCM301 - Engage in workplace communication
- BSBXCM401 - Apply communication strategies in the workplace
- BSBXCM501 - Lead communication in the workplace
- BSBXDB301 - Respond to the service needs of customers and clients with disability
- BSBXDB401 - Develop and implement recruitment processes that are inclusive of people with disability
- BSBXDB501 - Support staff members with disability in the workplace
- BSBXDB502 - Adapt organisations to enhance accessibility for people with disability
- BSBXTW301 - Work in a team
- BSBXTW401 - Lead and facilitate a team

7. If there are jobs that have experienced changes in skill requirements, provide evidence for these changes and their impact.

An increase in the number of offenders on Electronic Monitoring Orders has seen a change in the skill requirement of some Correctional Services Officers in areas of digital technology and contract management for the acquisition and maintenance of specialised equipment for monitoring offenders in the community.

8. Identify barriers to employers hiring apprentices and trainees. Are employers using alternative pathways/labour strategies to address these barriers?

Each jurisdiction has different rules on funding incentives which makes it difficult for national organisations to implement and maintain apprenticeships. At times there is a lack of support to industry from apprenticeship centres and a time delay to find an employee and determine eligibility. (To be further clarified at 11 Feb IRC meeting)

9. Other relevant activities.

N/A

SECTION B

STAKEHOLDER CONSULTATION

An extensive consultation process has been undertaken in the development of the Annual Update of the Skills Forecast and Proposed Schedule of Work.

Stakeholders involved in the consultation process:

13 IRC Members

328 AIS CSC Correctional Services Training Package subscribers

8 State Training Authorities

Ongoing Consultation

The AISC seeks to ensure SSOs undertake broad and meaningful (e.g. face-to-face) industry consultation, including rural, regional and remote stakeholders.

Provide details of employers and businesses for each sector and state that SSOs have met with as part of:

- 1.** ongoing engagement and validation with industry and stakeholders
- 2.** collection of industry intelligence
- 3.** promotion of the VET system
- 4.** cultivating and maintaining networks and partnerships with industry including engagement in rural and regional areas.

Entity Name	Sector	State	Rural/Regional/Remote (RRR)	Activity
Jurisdictional Departments for Justice and Corrective Services	Justice and Corrections	Multi-State	Rural/Regional/Remote	1,2,3,4
G4S Australia	Corrections	National	Regional	1,2,3,4
Serco Australia	Corrections and Immigration	International	Regional/Remote	1,2,3,4
The GEO Group Australia Pty Ltd	Corrections	National	Rural/Regional	1,2,3,4
MTC Broadpectrum	Corrections	International		1,2,3
Probation and Community Corrections Officers' Association of Australia Inc	Corrections	National		1,2,3
Australasian Corrections Education Association Inc.	Corrections	National		1,2,3
Community and Public-Sector Union	Corrections	National		1,2
Red Cross Australia	Advocacy	International	Regional/Remote	1,2,3,4

Human Rights Australia	Advocacy	International	Regional/Remote	1,2,3,4
Australian Institute of Aboriginal and Torres Strait Islander studies (AIATSIS)	Education	National	Rural/Regional/Remote	1,2,3,4
Department of the Prime Minister and Cabinet	Government	National		1,2
RMIT University	Education	National		1,2,3
Artibus Innovation	SSO	National		1,2
Industry Skills Advisory Council NT	ITAB	State	Rural/Regional/Remote	1,2,3,4
Department of the Chief Minister, NT	Government	State	Rural/Regional/Remote	1
Aboriginal Medical Services Alliance Northern Territory	Health	State	Regional/Remote	1,2,4
National Electronic Monitoring Working Group	Corrections	National	Rural/Regional/Remote	1,2,3,4
Deakin University	Education	National		1,2,3,4

The Centre Community College	Educational	State	Regional	1,2,3,4
Intellectual Disability Rights Service	Advocacy	State		1,2

SECTION C

PROPOSED NEW WORK

2020-21

TRAUMA INFORMED APPROACH

The Corrections IRC has proposed a project to review existing Units of Competency and develop a new Units of Competency and a Skill Set for Correctional Services Officers working with offenders who have a history of trauma. The skills and knowledge requirements relate to understanding the effects of a history of trauma from domestic violence and abuse (emotional, physical and sexual) and establishing rapport and trust with vulnerable individuals.

2020-21

WORKING WITH COGNITIVELY IMPAIRED OFFENDERS

The Corrections IRC has proposed a project to review existing Units of Competency and develop a new Skill Set for Correctional Services Officers working with cognitively impaired offenders. It will seek to address awareness of the associated behaviours and needs associated with cognitive impairment and improve the offenders experience with the justice system through more informed engagement between staff and offenders.

2020 PROJECT DETAILS

TRAUMA INFORMED APPROACH

Description

This project will revise three existing Units of Competency, develop two new Units of Competency and one new Skill Set to address skills required to supervise and monitor offenders with a history of trauma.

Rationale

The Corrections IRC has proposed a project to revise three existing Units of Competency, develop two new units and one new Skill Set for Correctional Services Officers working with offenders who have a history of trauma. The skills and knowledge requirements relate to understanding the effects that a history of trauma from domestic violence and abuse (emotional,

physical and sexual) has, and being able to establish a rapport and trust with vulnerable individuals.

Project outcomes will ensure Correctional Services Officers working with vulnerable offenders have the appropriate skills and knowledge of the effects of domestic violence and abuse (emotional, physical and sexual) to make informed decisions about appropriate models of supervision for offenders with a history of trauma.

Ministers' Priorities Addressed

- The project does not propose removal of obsolete and superfluous qualifications from the National Register
- The project will ensure information is made available about working with vulnerable offenders training delivery to training providers
- The project may support individuals moving from state or territory correctional services jurisdiction to related working in vulnerable offender roles
- The project proposes the creation of a unit that may be owned and used by multiple industry sectors, through the discrete and targeted nature of the required skills and knowledge
- The project proposes the development of a new Skill Set for Trauma Informed Approach for vulnerable offenders
- The project proposes the incorporation of existing accredited course materials into the Correctional Services Training Package

Consultation Plan

AIS will:

- undertake consultation on the IRC's behalf with all State Training Authorities and other key national stakeholders
- seek public feedback and input into development of material through the project's duration
- communicate the establishment of the project to enterprises, STAs, State/Territory Industry Training Advisory Bodies, Peak Bodies, RTOs and other interested parties
- conduct initial consultation with stakeholders to identify and invite key representatives to establish the TAC and posting information about the project on the AIS website and newsletter
- conduct face to face consultation and engagement sessions as required
- conduct TAC meetings to explain the process and gather comments/feedback
- communicate the process of drafting, identified Training Package materials (Qualifications/ Units of Competency/Skill Sets), as well as verify and validate this material with stakeholders through email, the AIS website and the AIS newsletter for wider stakeholder involvement, throughout the review process
- continue communication on the project via the AIS website and newsletter.

SCOPE OF PROJECT

The project is planned to be undertaken from September 2020, with a Case for Endorsement planned for submission by October 2021. It will include the revision and development of CSC units and the review of existing units of competency that may be fit for purpose for achieving the skills outcome.

Training Package

CSC Correctional Services Training Package Release 4.0

Qualifications

Nil

Units of Competency

Two new Units of Competency to be developed and Three Units of Competency to be revised:

- CSCOFM999Y Recognise and respond appropriately to offenders with a history of violent trauma (new)
- CSCOFM998Y Develop and implement models of supervision for offenders with a history of trauma (new)
- CSCINT004 Assess offender risks and needs
- CSCOFM004 Protect the safety and welfare of vulnerable offenders
- CSCOFM019 Manage complex supervision

Skill Sets

One new Skill Set to be developed

- CSCSS9998Y Trauma Informed Approach Skill Set

WORKING WITH COGNITIVELY IMPAIRED OFFENDERS

Description

This project will revise three existing Units of Competency, develop one new unit and one new Skill Set to address skills required to work with cognitively impaired offenders.

Rationale

The Corrections IRC has proposed a project to revise three existing Units of Competency, develop one new unit and one new Skill Set for Correctional Services Officers working with cognitively impaired offenders. This will provide the skills, knowledge and understanding for Correctional Services Officers working with offenders with cognitive impairment where an offender has trouble remembering, learning new things, concentrating, or making decisions that affect their everyday life. Cognitive impairment ranges from mild to severe.

Project outcomes will ensure Correctional Services Officers working with cognitively impaired offenders have the appropriate skills and knowledge to assist this group of offenders.

Ministers' Priorities Addressed

- The project does not propose removal of obsolete and superfluous qualifications from the National Register
- The project will ensure information is made available about working with cognitively impaired offenders training delivery to training providers
- The project will support individuals moving from state or territory correctional services jurisdiction in related correctional roles
- The project proposes the creation of a unit that may be owned and used by multiple industry sectors, through the discrete and targeted nature of the required skills and knowledge
- The project proposes the development of a new Skill Set for Working with cognitively impaired offenders
- The project proposes the incorporation of existing accredited course materials into the Correctional Services Training Package

Consultation Plan

AIS will:

- undertake consultation on the IRCs behalf with all STAs and other key national stakeholders
- seek public feedback and input into development of material through the project's duration
- communicate the establishment of the project to enterprises, STAs, State/Territory Industry Training Advisory Bodies, Peak Bodies, RTOs and other interested parties
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Scope of Project

The project is planned to be undertaken from September 2020, with a Case for Endorsement planned for submission by October 2021. It will include the revision and development of CSC units and the review of existing Units of Competency that may be fit for purpose for skills outcomes.

Training Package

CSC Correctional Services Training Package Release 4.0

Qualifications

Nil

Units of Competency

One new Unit of Competency to be developed and three Units of Competency to be revised:

- CSCOFM997Y Protect the safety and welfare of cognitively impaired offenders (new)
- CSCINT001 Negotiate behaviour change
- CSCOFM018 Provide guidance and counsel
- CSCSAS013 Manage conflict through negotiation

Skill Sets

One new Skill Set to be developed

- CSCSS9997Y Working with Cognitively Impaired Offenders Skill Set