



Australian  
Industry and  
Skills Committee

# CORRECTIONAL PRACTICE

Case for Change

Name of allocated IRC(s): Corrections

Name of the SSO: Australian Industry Standards

**NOTE:** Please use template as provided. Do not make structural changes, such as adding branding/logos or changing headings.

**NOTE:** The completed template, excluding attachments, is to no more than 5 pages long.

## 1. Administrative information

For a list of the products proposed to be reviewed as part of this project, please see **Attachment A**.

Name of IRC(s):

Corrections

Name of SSO:

Australian Industry Standards

### 1.1 Name and code of Training Package(s) examined to determine change is required

CSC Correctional Services Training Package

## 2. The Case for Change

For information on the job roles to be supported through the proposed qualifications updates, enrolments data, completion rates, and the number of RTOs delivering these qualifications please see **Attachment B**.

### 2.1 Rationale for change

This Case for Change is based on the Certificate III and Certificate IV in Correctional Practice requiring a review to ensure the workforce has the skills to conduct their duties safely and effectively and that the training products continue to align with current job roles and work practices.

Both qualifications have had various units and specialisation streams reviewed and updated over the past 5 years, however there are a significant number of units (38 in total) that have not been reviewed since 2015 and require updating.

There is an increasing gap between the roles and skills requirements of correctional officers working in a custodial facility setting, within the courts, or in the transportation/escort of offenders.

As part of the review of the Certificate III, the IRC is proposing to review the current specialisation streams and to look at including a new stream to address the need for courts and transportation/escort roles. This review may also include the development of 1-2 new units to address skills gaps if required.

This Case for Change also covers the ever increasing need to protect the mental health and wellbeing of those working in the Correctional Services industry. Correctional officers deal with a range of conditions every day that place them in stressful situations. They require the skills and knowledge to identify and deal with such pressures before they become a mental health issue. Whilst there are several non-accredited programs and training that can, and are being undertaken, a consistent national approach is required to better protect the mental health and wellbeing of those working in the industry.

The IRC have acknowledged that this is a critical area and are proposing the development of a Resilience or Mental Health Skill Set. It is anticipated that there are existing units from other Training Packages that can be imported to form the Skill Set and the imported units can also look to be added to the general electives of the Certificate III and Certificate IV in Correctional Practice.

If this review is not completed, the Certificate III and Certificate IV qualifications will not be aligned with the skills requirements of current and future job roles and limit the development of correctional services officers.

### 2.2 Evidence for change

During a previous project TAC meeting in 2020, it was raised by several SME's that there is an ever-increasing gap between the roles of a custodial officer in a courts or transportation/escort environment and that of an officer in a full custodial role within a prison.

The IRC agreed with this observation and conducted additional industry research, held discussions with corrections stakeholders within their networks and conducted an industry consultation webinar to validate this information. The IRC determined there is a need to add an additional specialisation stream to the Certificate III to address this gap in changing job roles and ensure the qualification remains fit for purpose.

The Certificate III and Certificate IV in Correctional Practice over the last four years (2015 to 2019) averaged 5,600 and 1,260 annual enrolments respectively. However, the qualifications contain 38 units that have not been reviewed in over 6 years. It is imperative that these units are reviewed to ensure the workforce has the skills to conduct their duties safely and effectively and that the training products continue to align with current and future job roles and the use of current technology.

### 2.3 Consideration of existing products

Existing units of competency will be reviewed but there are no existing units available in any other Training Package that address the skills required for correctional services officers working in a courts or transportation/escort environment, and therefore the development of two new units is required.

The existing Training Package products for these qualifications are contained in the CSC Correctional Services Training Package and existing units are proposed to be updated to incorporate changing job roles, updated procedures and relevant industry changes.

### 2.4 Approach to streamlining and rationalisation of the training products being reviewed

Given the specialised nature of the corrections industry, the industry requires the qualifications to be specific to their occupational needs. Therefore, this project will not streamline multiple qualifications but will rationalise CSC superfluous units of competency, which will be deleted where possible during the review.

With regards to the development of the new Resilience or Mental Health Skill Set, the IRC acknowledges that there are existing units from other Training Packages that can be imported to form the Skill Set, thus avoiding unit duplication.

## 3. Stakeholder consultation

### 3.1 Stakeholder consultation undertaken in the development of Case for Change

For a full list of industry-specific stakeholders that actively participated in the stakeholder consultation process undertaken to develop the Case for Change, please see **Attachment C**.

Development of the Case for Change involved consultation with stakeholders via the following communication mechanisms:

- Stakeholder webinar
- Face to Face meetings (Virtual)
- AIS Website
- Stakeholder networks
- Teleconferences
- Emails

Correctional services operated 115 custodial facilities nationally as of 30 June 2020, comprising 88 government and 10 privately operated prisons operating in rural, regional and remote locations across all states and territories in Australia. In addition to the facilities themselves, there is community corrections, probation and parole district offices and a range of related services including home detention, custodial escorts and court security also represented nationally.

The IRC held discussions with corrections stakeholders within their networks and conducted an industry consultation webinar. Notification of the opportunity to provide feedback through the CSC webinar, and the Engagement Hub, was provided to over 395 CSC sector stakeholder subscribers including industry representatives from across the states/territories in rural, regional and remote areas.

### 3.2 Evidence of Industry Support

For a list of the issues raised by stakeholders during consultation and the IRC's response to these, please see **Attachment D**.

Stakeholders provided feedback and support for the proposed projects during the webinar (conducted on April 1) and via the discussion starter survey, which was available for completion on the AIS Engagement Hub from April 1 to 15 April.

The proposed review of the CSC qualifications and development of the Resilience/Mental health skill set is supported by the corrections industry and has been approved by the Corrections IRC.

Please see attachment D

### 3.3 Proposed stakeholder consultation strategy for project

Note: For a full list of industry-specific stakeholders who are planned to be contacted to participate in the stakeholder consultation process undertaken for this project, please see **Attachment E**.

Key Industry stakeholders have been identified in consultation with peak bodies, associations, past and present TAC members and the Corrections IRC.

AIS, on behalf of the Corrections IRC, will promote the opportunity to contribute through stakeholder webinars, the AIS website and engagement hub, EDM's, AIS newsletter and public notifications. Stakeholders will also be notified of key milestones throughout the life of the project, including requests for feedback on draft materials.

Stakeholder engagement and consultation will occur over the life of the project via a combination of the following methods:

- Direct engagement: Face to face consultations, Site visits, Phone, emails, video/teleconferencing meetings
- Industry forums and conferences
- Webinars
- Online feedback mechanisms
- STA direct engagement

Given the size of Australia and all stakeholders are not centrally located in major cities, a range of consultation strategies will be used so stakeholders in rural, regional and remote areas, and in smaller jurisdictions have multiple avenues to provide feedback.

This includes but is not limited to, online/video consultation, email correspondence and promotional activity via targeted communications including social media. A recently developed Engagement hub on the AIS website provides a one stop portal for information about how all stakeholders can participate and inform Training Package development work.

## 4. Licencing or regulatory linkages

There are no licencing requirements contained in the qualifications or units proposed for review.

## 5. Project implementation

### 5.1 Prioritisation category

This Case for Change proposes that this review be progressed as a routine project.

In accordance with the AISC Training Package Prioritisation Report and to coordinate the release of updated products, the Public Safety IRC recommends a routine review.

## 5.2 Project milestones

- AISC project approval – July 2021
- Draft 1 consultation – February 2022
- Stakeholder validation – April 2022
- Quality Assurance – May /June 2022
- Final consultation with states and territories – July 2022
- CfE submitted for approval – 30 July 2022.

## 5.3 Delivery or implementation issues

As both qualifications proposed for review received Code Changes in 2019 and 2020, the IRC is requesting an extension to the transition period from one to two years to minimise the disruption to RTOs.

## 6. Implementing the Skills Minister’s Priority reforms for Training Packages (2015 and October 2020)

The project submission will support industry’s expectations for training delivery and provide a revised Companion Volume Implementation Guide (CVIG) to support delivery of the new products.

The qualifications and units of competency will be reviewed and developed to ensure they are applicable to roles related to the duties of correctional services officers in Australia. This review and development will also enable correctional services officers to move between States and Territories. Pathway information is provided in the CVIG.

The qualifications and associated units of competency are only used in correctional services contexts. The qualifications enable workforce mobility between state and commonwealth correctional services sectors.

One Resilience/ Mental Health Skill Set is proposed for development. It is anticipated that there are existing units from other Training Packages that can be imported to form the Skill Set.

This Case for Change was agreed to by the [name] IRC

Name of Chair

Amanda Swards

Signature of Chair

Date

	Amanda Swards

## Attachment A: Training Package components to change

SSO: Australian Industry Standards

Contact details: David Dixon - Chief Operating Officer

Date submitted: 20 May 2021

Note: qualifications where the code is marked with \* are not being reviewed, but contain core units that are being reviewed as part of this project, as such will need to be submitted for endorsement due to the update.

Note: \*\* denotes product had a Minor Release only and was not fully reviewed

Project number	Project Name	Qualification/Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Certificate III/IV Correctional Practice Review	Qualification	CSC30120Y	Certificate III in Correctional Practice	25/Jan/2021 - Review	Update
1	Certificate III/IV Correctional Practice Review	Qualification	CSC40120Y	Certificate IV in Correctional Practice	25/Jan/2021 - Review	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM008Y	Supervise offenders	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM012Y	Process offender induction	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM013Y	Provide responsible care to people with a mental health problem and/or condition	03/Aug/2015 - Transition	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM014Y	Supervise female offenders	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG001Y	Contribute to achieving the goals of the organisation	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG002Y	Communicate effectively	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG003Y	Prepare reports	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS001Y	Maintain security	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS005Y	Contain incidents that jeopardise safety and security	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS007Y	Operate central monitoring station	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS008Y	Maintain security system	25/Jan/2021 - Review**	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS009Y	Control incidents using defensive tactics	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS012Y	Supervise attendance at court	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCTRA001Y	Maintain security during escort	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCWHS001Y	Use safe work practices	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM010Y	Support offender to maintain positive relationships	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM003Y	Maintain the health, safety and welfare of offenders	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG004Y	Prepare reports for justice agencies	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCINT002Y	Assist offenders to change behaviour	25/Jan/2021 – Review**	Update



Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Certificate III/IV Correctional Practice Review	Unit	CSCINT003Y	Assist offenders to change drug and alcohol use	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM015Y	Implement planned approach to offender management	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM017Y	Supervise community work programs	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG008Y	Gather and report complex information	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG013Y	Coordinate a work team	25/Jan/2021 - Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG007Y	Contribute to work unit planning	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG009Y	Report to a formal inquiry	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG010Y	Organise and chair meetings	03/Aug/2015 - Transition	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG011Y	Establish and maintain networks	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCORG012Y	Manage activities to meet client requirements	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS011Y	Monitor control room operations	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS014Y	Monitor and review security systems	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS015Y	Manage threatening behaviour	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS016Y	Provide emergency response to dangerous incidents	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS017Y	Use firearms	25/Jan/2021 – Review**	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS020Y	Manage security	04/Feb/2020 - Review	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Certificate III/IV Correctional Practice Review	Unit	CSCSAS021Y	Participate in incident briefing, debriefing and analysis	03/Aug/2015 - Establishment	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCTRA004Y	Plan and monitor escorts	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCWHS002Y	Supervise occupational health and safety practices	03/Aug/2015 - Transition	Update
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM995Y	Maintain the safety and welfare of offenders in short-term incarceration	NA	New
1	Certificate III/IV Correctional Practice Review	Unit	CSCOFM994Y	Supervise offenders outside of a correctional facility	NA	New
1	Certificate III/IV Correctional Practice Review	Qualification	*CSC20115Y	Certificate II in Justice Services	04/Feb/2020 - Review	Update
1	Certificate III/IV Correctional Practice Review	Qualification	*CSC30219Y	Certificate III in Immigration Detention Operations	25/Jan/2021 - Review	Update

## Attachment B: Job role, enrolment information, the number of RTOs currently delivering these qualifications

Please set out the job roles to be supported through the updated qualifications, enrolment data over the past three years in which data is available for each qualification, completion rates for each qualification, and the number of RTOs delivering these qualifications.

Job role	Qualification to be updated to support the job role	Enrolment data (for the past three years)	Completion rates (for the past three years)	Number of RTOs delivering (for the past three years)
	CSCOFM008Y Supervise offenders	13398	5923	14
	CSCOFM012Y Process offender induction	1419	1082	14
	CSCOFM013Y Provide responsible care to people with a mental health problem and/or condition	286	97	14
	CSCOFM014Y Supervise female offenders	825	321	14
	CSCORG001Y Contribute to achieving the goals of the organisation	14418	6648	15
	CSCORG002Y Communicate effectively	15004	6638	17
	CSCORG003Y Prepare reports	15970	7764	16
	CSCSAS001Y Maintain security	15073	6721	37

	CSCSAS005Y Contain incidents that jeopardise safety and security	13147	6030	36
	CSCSAS007Y Operate central monitoring station	2123	989	15
	CSCSAS008Y Maintain security system	13332	6027	14
	CSCSAS009Y Control incidents using defensive tactics	12937	5954	14
	CSCSAS012Y Supervise attendance at court	315	161	14
	CSCTRA001Y Maintain security during escort	5443	2196	36
	CSCWHS001Y Use safe work practices	444	127	16
	CSCOFM010Y Support offender to maintain positive relationships	1765	936	16
	CSCOFM003Y Maintain the health, safety and welfare of offenders	5389	2423	17
	CSCORG004Y Prepare reports for justice agencies	2804	1256	16
	CSCINT002Y Assist offenders to change behaviour	224	162	15

	CSCINT003Y Assist offenders to change drug and alcohol use	766	237	15
	CSCOFM015Y Implement planned approach to offender management	402	104	15
	CSCOFM017Y Supervise community work programs	131	86	15
	CSCORG008Y Gather and report complex information	3790	1710	15
	CSCORG013Y Coordinate a work team	1069	496	15
	CSCORG007Y Contribute to work unit planning	353	194	15
	CSCORG009Y Report to a formal inquiry	1440	642	15
	CSCORG010Y Organise and chair meetings	421	250	15
	CSCORG011Y Establish and maintain networks	531	282	15
	CSCORG012Y Manage activities to meet client requirements	2	2	15
	CSCSAS011Y Monitor control room operations	22	11	15
	CSCSAS014Y Monitor and review security systems	0	0	15

	CSCSAS015Y Manage threatening behaviour	1805	1051	15
	CSCSAS016Y Provide emergency response to dangerous incidents	781	258	15
	CSCSAS017Y Use firearms	1034	703	16
	CSCSAS020Y Manage security	3841	1830	15
	CSCSAS021Y Participate in incident briefing, debriefing and analysis	52	42	15
	CSCTRA004Y Plan and monitor escorts	307	229	15
	CSCWHS002Y Supervise occupational health and safety practices	999	419	15
44211 - Prison Officer	CSC20115Y Certificate II in Justice Services	35	22	2
44211 - Prison Officer	CSC30120Y Certificate III in Correctional Practice	16176	6888	14
599512 - Immigration Officer	CSC30219Y Certificate III in Immigration Detention Operations	0	0	1
44211 - Prison Officer	CSC40120Y Certificate IV in Correctional Practice	4022	1583	15
	CSCOFM995Y Maintain the safety and welfare of	NA	NA	NA

	offenders in short-term incarceration			
	CSCOFM994Y Supervise offenders outside of a correctional facility	NA	NA	NA



## **Attachment C: List of stakeholders that actively participated in the consultation process of the Case for Change**

Active participation has included 21 stakeholders from the following organisations across all states and territories within Australia:

- Industry Reference Committee (IRC) Representatives
- Employers (Non-IRC)
- Peak Industry Bodies
- Unions
- Regulators
- RTOs
- Other/Consultants

## Attachment D: Issues Raised by Stakeholders during consultation on the development of the Case for Change

Stakeholder Type	Issues Raised	IRC's Response to Issues Raised
Industry Reference Committee (IRC) Representatives		
Peak Industry Bodies		
Employers (Non-IRC)	Why the need now for a specific stream to look at corrections officers in a courts environment?	It's been identified that there is often some gap training required depending on where a person has worked in the past and what elective units a person has completed as part of their qualification. The experience, situation, exposure or environment the individual has worked in may not be the same and this needs to be considered. While the qualification issued is the same eg Cert III, the way the Certificate III is structured at the moment, it can allow for a trainee to complete a Cert III and not necessarily be ready to work in a prison if they've only completed elective units related to courts or escort/transport. Looking to strengthen the custodial stream and add a specific stream for a transport/escort courts environment.
Regulators		
Registered Training Organisations (RTOs)	Most of the prison population is comprised of Indigenous Australians in most of the prisons across Australia. Are there any units going to be core unit targeting to understand working with Indigenous Australians?	There are currently two units within the CSC TP addressing the needs of Aboriginal and Torres Strait Islander offenders as well as a specialised unit dealing with vulnerable offenders. If the industry/stakeholders feel there is a demand to make specific Aboriginal and Torres Strait Islander units a core in any of the qualifications the IRC are open to receiving this feedback to investigate further.
	Talking about reviewing the Cert III and Cert IV quals, yet these have both had recent code changes in 19 and 20, so does that	Agreed that yes both quals have had code changes over the past few years, however that is unfortunately out of our hands as we need to follow the guidelines and the TP

	<p>mean that RTO's will need to update their material yet again...surely we can avoid all these updates as it's onerous for RTO's?</p>	<p>Development and Endorsement Products Policy etc. Reviewing the Cert III and the Cert IV at the same time comes with some advantages in that...</p> <p>Provides flow and ensures progression of pathways</p> <ul style="list-style-type: none"> <li>• Ensures alignment</li> <li>• Benefit of one release – minimal disruption</li> <li>• Alleviates having 3 or 4 consecutive years of changes if done separately</li> <li>• Due to the frequency that both the Cert III and Cert IV have received Code Changes, the IRC is looking to request an extension from 1 to 2 years to the transition period for both of these quals to minimise the disruption</li> </ul>
<b>Training Boards/Other</b>		
<b>State and Territory Training Authorities (STAs)</b>		
<b>Unions</b>		
<b>Anonymous Webinar Participant</b>	<p>In reference to the resilience/mental health skill set do you know what unit or units you're looking to include? And why isn't consideration being given to the development of new units specific to Corrections officers?</p>	<p>A small amount of research has been done to look at units from other Training Packages and the IRC feels at this stage that there is sufficient content out there already that can be contextualised to suit the Corrections Industry. Some units have been potentially flagged for consideration from the HLT, BSB, PUA and CUA Training packages, but nothing has been determined yet, and that will be up to the TAC to decide and the IRC to approve once the project commences.</p>

## **Attachment E: List of stakeholders to be contacted as part of the development of the Case for Endorsement**

The Case for Endorsement development will involve contacting relevant stakeholders from the following organisations across all states and territories within Australia:

- Industry Reference Committee (IRC) Representatives
- Employers (Non-IRC)
- Unions
- Regulators
- State Training Authorities
- RTOs
- Other/Consultants