



Management and Care of Individuals in Custody or Detention

LEVEL
3

This qualification is aimed at those working or starting work in custody or detention environments. It provides the knowledge and skills for those undertaking a front-line role working with individuals in custody or detention.



Total Qualification Time:
430 hrs

Qualification Number: 603/6073/2

Qualification Age: 18



Guided Learning (GL):
280 hrs

Availability: This qualification is available in
England, Wales and Northern Ireland

Operational From: 1 August 2020



Qualification Objectives

What does this qualification cover?

The objective of this qualification is to provide learners with the knowledge and skills required to work in a custody or detention environment. The qualification aims to cover all custody and detention environments, including all categories of prisons, escorting and young people's institutions.

Who is the qualification for?

This qualification is aimed at those working in roles such as prison officer in public and privately run establishments, prisoner escorting and detention officer.

Who supports this qualification?

The qualification has been developed in collaboration with HMPPS and employers in the custody and detention sector.



Qualification Progression

What future education could this qualification lead to?

Learners could progress to qualifications in the community justice or criminology fields.

What future employment could this qualification lead to?

This qualification forms part of HMPS's mandatory training for prison officers. Future employment could include working on specialist projects, such as rehabilitation work with specific groups of prisoners and their families. The qualification could also lead to roles such as:

- Custody & Detention Manager – this includes roles such as Custody Team Manager, Deputy Custody Team Manager, Detention Operational Manager or Custodial Operation Manager
- Specialist roles such as Control & Restraint Instructor, First Aid Instructor, Core Training Instructor or Training Officer
- Depot Manager (Custody and Detention environments)
- Vehicle Base Co-ordinator (Custody and Detention environments)

With further training and experience, learners could become a supervising officer, custodial manager, head of function, deputy governor or governor.



Qualification Achievement

What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 18 years of age
- working in a role which will allow demonstration of skills

How is the qualification achieved?

The learner will need to complete eight mandatory units. This will include building portfolio of evidence meeting the assessment criteria.

What will be assessed?

Portfolio of evidence and demonstration of skills either in the training environment or in the workplace.

How will it be assessed?

This qualification contains eight mandatory units to be completed by the learner. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

Learning outcomes

The learner will...

1. Understand the officer's role in a custody or detention organisation
2. Be able to action health and safety issues in line with own role

Assessment criteria

The learner will...

- 1.1 Explain the aims of the officer's role in custody or detention
- 1.2 Summarise how the officer's role fits within own organisation
- 1.3 Analyse how the officer's role interacts with other organisations, agencies, and stakeholders
- 2.1 Undertake health and safety responsibilities
- 2.2 Identify and report faults and repairs to relevant people
- 2.3 Challenge others on breaches of health and safety



Qualification Delivery

What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 3 Diploma in the Management and Care of Individuals in Custody or Detention Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Policy
- SFJ Awards Quality Assurance (Internal and External) Policy

All policies are available on the SFJ Awards website
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
 - Are occupationally knowledgeable in custody and/or detention
 - Have current occupational competence in custody and/or detention
- Assessors who are:
 - Qualified with a recognised assessor qualification, or
 - Working towards a recognised assessor qualification, or
 - Able to prove equivalent competence through training to appropriate national standards
- IQA(s) who are:
 - Qualified with a recognised IQA qualification, or
 - Working towards a recognised IQA qualification, or
 - Able to prove equivalent competence through training to appropriate national standards

How much does this qualification cost?

Qualification registration fees are available from SFJ Awards on request.

How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

www.sfjawards.com/centres/centre-resources

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

www.sfjawards.com/centres/become-a-centre

For more information please contact SFJ Awards' Customer Support Team:

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com



Qualification Structure

Learners must successfully complete eight mandatory units to achieve the qualification

Unit title	Level	GL	Reference	Assessment method(s)
Working in Custody or Detention Environments	3	15	T/618/2437	Written tasks, professional discussion, observation of performance, witness testimony
Security in Custody or Detention Environments	3	60	A/618/2438	Written tasks, professional discussion, observation of performance, witness testimony
Searching in Custody or Detention Environments	3	15	F/618/2439	Written tasks, professional discussion, observation of performance, witness testimony, simulated observation
Managing a Safe and Healthy Custody or Detention Environment	3	25	T/618/2440	Written tasks, professional discussion, observation of performance, witness testimony
Understanding and Managing Potential Conflict in Custody or Detention Environments	3	60	A/618/2441	Written tasks, professional discussion, observation of performance, witness testimony, simulated observation
Reporting in Custody or Detention Environments	3	15	F/618/2442	Written tasks, professional discussion, observation of performance, witness testimony
Supporting Vulnerable Individuals in Custody or Detention Environments	3	40	J/618/2443	Written tasks, professional discussion, observation of performance, witness testimony
Rehabilitative Culture within Custody or Detention Environments	3	50	L/618/2444	Written tasks, professional discussion, observation of performance, witness testimony

Contacts



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Ofqual

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Website: www.gov.uk/government/organisations/ofqual

Qualifications Wales

Tel: 01633 373 222
Email: enquiries@qualificationswales.org
Website: www.qualificationswales.org

CCEA

How to contact: <https://ccea.org.uk/contact>
Email: info@ccea.org.uk
Website: <https://ccea.org.uk/regulation>

Skills for Justice

How to contact: www.sfjuk.com/contact
Email: contactus@sfjuk.com
Website: www.sfjuk.com

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SFJ Awards

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SFJ Awards is part of the Workforce Development Trust, a not for profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.