



Diploma in Community Policing Practice

LEVEL
4

This qualification is aimed at those in the role of Police Community Support Officer.



Total Qualification Time:
810 hrs

Qualification Number: 603/3945/7

Qualification Age: 18



Guided Learning (GL):
240 hrs

Availability: This qualification is regulated in England and Wales

Operational From: 1 January 2019



Qualification Objectives

What does this qualification cover?

The objective of this qualification is to provide learners with the knowledge and skills required to carry out the role of a Police Community Support Officer. It is a mandatory component of the apprenticeship programmes in England and Wales.

Who is the qualification for?

This qualification is aimed at those who are employed as a Police Community Support Officer (PCSO).

Who supports this qualification?

The qualification is based on and mapped to the PCSO curriculum developed by the College of Policing and was developed in collaboration with police forces.



Qualification Progression

What future education could this qualification lead to?

Learners could progress to other qualifications in policing or public services.

What future employment could this qualification lead to?

This qualification provides learners with the knowledge, skills and competence to undertake the role of Police Community Support Officer. Learners could also use their experience to mentor and train new PCSOs.

There is no formal progression route from PCSO to police officer, but the training and experience gained in the PCSO role could help those who want to move into this role.



Qualification Achievement

What are the entry requirements for the qualification?

Prior to registration learners are required to:

- Be accurately identified
- Be at least 18 years of age
- Have completed the PCSO recruitment process

How is the qualification achieved?

The learner will need to complete 8 mandatory units. This will include building an Occupational Competence Portfolio with evidence that meets the assessment criteria for Full Operational Competence.

What will be assessed?

The units contain the learning outcomes and the assessment criteria that the learner is to be assessed against.

All learning outcomes within the qualification will be assessed.

How will it be assessed?

This qualification contains 8 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 ethics, equality, diversity and human rights in community policing

2. Be able to handle information and intelligence relating to the community

Assessment criteria

The learner will...

1.1 Explain the terms:

- ethics
- equality
- diversity
- human rights

in the community policing context

1.2 Analyse how the application of legislation and guidance relating to ethics, equality, diversity and human rights impacts on community policing

2.1 Gather information and intelligence

2.2 Handle information and intelligence in line with legislation and guidance

2.3 Use systems to submit information and intelligence



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 4 Diploma in Community Policing Practice Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our 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 policing
 - Have current occupational competence in the police community support officer role
- 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 8 mandatory units to achieve the qualification

Unit title	Level	GL	Reference	Assessment method(s)
Engage with the community	4	35	1358	The units can be assessed through a combination of the following methods: <ul style="list-style-type: none">• Coursework• E-assessment• Multiple Choice Examination• Portfolio of Evidence• Practical Demonstration/Assignment However, learners must complete the Occupational Competence Portfolio and complete a community-based problem-solving assignment.
Handle information and intelligence	4	30	1359	
Provide an initial response to policing incidents	4	25	1360	
Partnership working in the community	4	25	1361	
Manage conflict in community policing	4	20	1362	
Engage in problem-solving and evidence-based community policing	4	40	1363	
Deal with minor crime or anti-social behaviour	4	25	1364	
Provide support to vulnerable people, victims and witnesses	4	40	1354	

Contacts



SFJ Awards

Tel: 0114 284 1970
Email: info@sfjawards.com
Website: www.sfjawards.com

Ofqual

Tel: 0300 303 3344
Email: public.enquiries@ofqual.gov.uk
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

© SFJ Awards 2021

The content of this document is, unless otherwise indicated, Copyright © SFJ Awards and may not be copied, revised, reproduced, or distributed, without prior written consent from SFJ Awards. However, approved SFJ Awards centres may use and reproduce this document free of charge when teaching/assessing learners working towards SFJ Awards qualifications, or for SFJ Awards related administration purposes. Learners may copy the document for their own use only when working towards SFJ Awards qualifications via an approved SFJ Awards centre. Enquiries should be addressed to SFJ Awards.

SFJ Awards

Consult House, 4 Hayland Street, Sheffield S9 1BY

Tel: 0114 284 1970
Email: info@sfjawards.com
Website: www.sfjawards.com

SFJ Awards is an awarding organisation recognised and regulated by the Office of the Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland and Qualifications Wales in Wales.

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.