

# apprenticeship FRAMEWORK

## Custodial Care (Wales) - non-statutory

Published by  
Skills for Justice (fire and rescue  
services etc)

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## Custodial Care (Wales) - non-statutory

Information on the Publishing Authority for this framework:

### Skills for Justice (fire and rescue services etc)

The Apprenticeship sector for occupations in fire and rescue services, policing and law enforcement, custodial care, courts service, prosecution service, forensic science (also includes Maritime, Legal Services, Youth Justice, Probation/Offender Management, Community Justice).

Issue number: 1	This framework includes:
Framework ID: FR00361	Level 3
Date this framework is to be reviewed by: 31/01/2016	This framework is for use in: <b>Wales</b>

### Short description

Custodial Care Services play a crucial part in the day to day running of the Justice System. Employers have helped to design this new Level 3 Apprenticeship to attract new people into the sector to upskill the workforce replacing those who leave or retire and to professionalise the service. Apprentices will look after the security and welfare of adults, children and young people and will train as a Prison Officer / Prison Custody Officer, Detention Custody Officer, in an immigration or detention centre, or as an Escort Custody Officer, supervising and escorting prisoners between courts, prisons, immigration and detention centres.

# Contact information

## Proposer of this framework

This framework is published by Skills for Justice on a non-statutory basis prior to the designation of Issuing Authorities for Wales. A number of Prison Service providers proposed this framework to promote high standards across the service including Kalyx, G4S, Reliance, Her Majesty's Prison Service, GEO Group, SERCO

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# Purpose of this framework

## Summary of the purpose of the framework

Custodial Care Services play a crucial part in the day to day running of the Justice System. Staff work as Prison Officers/Prison Custody Officers in prisons or Detention Officers in an immigration or detention centre and as Escort Custody Officers looking after the security and welfare of adults, children and young people.

Custodial Care is part of the wider Justice System, which in total employs up to half a million people in Policing and Law Enforcement, Community Justice, Courts Services, Prosecution Services and Forensic Science.

The Justice System faces a number of challenges to attract more women and people from BME groups into the sector and to upskill the existing workforce:

- the Justice system overall needs to recruit around 109,000 entrants to the sector by 2014 to replace those who retire or leave
- 8,000 of these posts will be at management and senior official level to drive change and improve performance and currently around a third of the workforce are qualified above Level 3
- twenty per cent of the workforce is qualified below Level 2 or does not have any qualifications and amongst this group there is a need to develop literacy and numeracy skills
- a significant number of employers report a decreased number of applicants to Justice sector jobs, especially in those roles not widely understood. Perceptions, by some, of the sector may be limiting the number of applicants
- people wishing to enter the sector are often unaware of the breadth of opportunity and different roles that the Justice sector offers, as well as the scope of career pathways from these roles, in particular the ways in which they could enter one area of the Justice sector by transferring skills gained in another area of Justice
- in particular, there is an issue with the sector not reflecting the community it is serving in terms of a more diverse ethnic make-up. Currently, 95% of people working within the Justice sector are white and just over half of the workforce is male

The vision for the Justice sector is to have a framework of flexible qualifications for all staff that meets the skills priorities for the sector, which adds value and offers opportunities for career progression and transfer to other roles across the sector. This new Apprenticeship has therefore been developed with the help of employers in Custodial Care to include the new mandatory qualifications for all those working in Custodial Care to meet their skills needs and professionalise the service.

Apprentices will have different roles within different Custodial Care organisations, according to

the type of environment in which they are employed and the level of security required. Their work involves escorting prisoners/detainees, settling prisoners/detainees in when they arrive and supervising their everyday activities such as meals, showers or exercise. Apprentices will carry out searches and security checks and make sure visitors understand and follow security procedures. The job also involves some administration, completing forms, writing reports and liaising with colleagues and management about incidents.

As a new framework, employers will be piloting the programme and anticipate an initial uptake of around 200 learners each year, with one employer potentially looking to offer the Apprenticeship to around 4000 staff.

This Apprenticeship will also contribute to meeting the skills priorities for Wales by:

- providing flexible access to a high quality Level 3 skills programme, as a real alternative to academic qualifications, for those who prefer this style of learning and achievement
- incorporating skills to improve the levels of general literacy and numeracy in Wales
- using technical and competence qualifications, valued by employers, to help their businesses grow
- developing apprentice's employability skills, making them more attractive to all employers whichever career they choose
- providing a career pathway into jobs and training at higher level, to provide the skills which the economy needs to grow
- building on the existing quality learning provision for the Justice sector in Wales

## Aims and objectives of this framework (Wales)

### Aim:

The aim of this framework is to attract new people into Custodial Care from a wide range of backgrounds to replace those who leave or retire and to upskill and professionalise the workforce in Wales.

### Objectives:

- to attract more applicants into Custodial Care at Level 3 including those from under-represented groups
- to contribute to increasing the number of existing staff qualified to Level 3
- to provide a standardised programme of learning and development, incorporating transferable skills which apply across Custodial Care and the wider Justice sector
- to develop problem solving, communication, team working and literacy and numeracy skills, which are a priority for the sector
- to provide opportunities for career progression into management in Custodial Services or the wider Justice sector

# Entry conditions for this framework

Apprentices should be willing to work in a team environment whilst also being willing to work using their own initiative, have attention to detail and must be keen to work in this sector. The roles which this framework relates to often work under a shift based system; so an apprentice must be prepared to work days, nights, weekends and bank holidays as required by their employer.

## Relaxations and proxies:

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in the Specification of Apprenticeship Standards for Wales (SASW), however, providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace.

## Essential Skills Wales:

- If applicants already have GCSEs in English and Maths they still have to do the Essential Skills Wales (ESW), at the relevant level as these are new qualifications and proxies do not exist
- Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales however, apprentices can be encouraged to complete ESW at a higher level if appropriate

## Knowledge qualifications:

- If applicants have already achieved the Level 3 KNOWLEDGE qualification before starting their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within five years of applying for the Apprenticeship certificate. For example, they may have already achieved the KNOWLEDGE element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework

## Competence qualifications:

- If applicants have already achieved the Level 3 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within five years of applying for the Apprenticeship certificate

and they will still have to demonstrate competence in the workplace

**Prior experience:**

- Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework

**Initial Assessment:**

- Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience

## Level 3

Title for this framework at level 3

# Apprenticeship in Custodial Care

Pathways for this framework at level 3

Pathway 1: Custodial Care

## Level 3, Pathway 1: Custodial Care

### Description of this pathway

#### Custodial Care

The total number of credits that an apprentice must attain on the Qualifications and Credit Framework (QCF) for the pathway is **86**. This is achieved through completion of the Knowledge, Competence and Transferable Skills qualifications.

### Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway. General entry requirements are specified in the general entry conditions section.

Job title(s)	Job role(s)
Prison Officer/Prison Custody Officer	Contribute to an orderly, safe and secure environment, working directly with prisoners, supervising and managing their activities. They promote pro-social behaviour, encouraging prisoners to address their offending behaviour, ensuring that all rules, orders and instructions are followed.
Detention Custody Officer	Work with detainees (not prisoners) in an immigration or detention centre. They are responsible for their day to day needs until they are escorted to their country of origin.
Escort Custody Officer	Supervise and escort prisoners between police custody suites, courts and prisons. They accompany in custom built vehicles, ensuring the safety and security of prisoners at all times. They also escort overseas from prisons, immigration centres and detention centres.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Custodial Care					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/0152/5	Edexcel	37	137	N/A
C1b	600/0247/5	NCFE	37	137	N/A
C1c	600/0753/9	City & Guilds	37	137	N/A

## Knowledge qualifications available to this pathway

K1 - Level 3 Diploma in Knowledge of Custodial Care					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0379/0	Edexcel (BTEC)	37	224	N/A
K1b	600/1080/0	City & Guilds	37	224	N/A

## Combined qualifications available to this pathway

N/A

## Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1a-b.

ICT is not included as it is not relevant to effective performance in the occupations in this framework. Where ICT is used an optional unit has been added to the knowledge based qualification.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	N/A	N/A

# Progression routes into and from this pathway

## Progression into this pathway

Progression into this pathway is from a variety of routes including:

- direct entry from a school or college
- from a Welsh Baccaalaureate, including the Principal Learning Qualification in Public Services
- direct entry from another occupation
- direct entry for existing staff working within Custodial Care
- work experience
- training and qualifications such as the Level 2 NVQ in Custodial Care and the Level 2 Intermediate Apprenticeship in Custodial Care (available from April 2011)

## Progression from this pathway

### Jobs:

- senior roles within Custodial organisations, for example a Prison Officer with more experience may progress to become a Senior Prison Officer and then work towards a role at Governor level after gaining significant experience
- specialised roles within the prison service such as resettlement, multi-agency working, mentoring, mental health awareness, restorative Justice and information and guidance
- other roles within the Justice sector, for example; Police Officer, Police Community Support Officer (PCSO)

## Further training and qualifications including:

- Level 3 Award/Certificate in Working with Vulnerable Young People
- Level 3 Award/Certificate in Working with Substance Misuse
- Level 3 Development Award/NVQ in Working with Offending Behaviour
- Community Justice NVQ (various pathways at Levels 3 and 4)

- Youth Justice NVQ Levels 3 and 4
- Policing NVQ Levels 3 and 4
- Vocational GCSE and A level in Health and Social Care with content of relevance to the Justice sector - in particular the broad vocational content of this qualification could be useful preparatory study for work within the drug and alcohol field or Custodial Care
- Higher Education including Criminology, Criminal Justice, Criminal Law, Police Studies, Forensic Science, Community Justice and Youth Justice
- Foundation Degrees in Criminology, Police Studies/Policing, Community Justice, and Youth Justice

For more information on careers see the Skills for Justice website at:

<http://www.skillsforjustice.com/careers.asp?PageID=164>

UCAS points for this pathway: N/A

# Delivery and assessment of employee rights and responsibilities

Employee Rights and Responsibilities (ERR) is a mandatory part of all Apprenticeships. All apprentices must understand their rights and responsibilities with regards to equal opportunities and health and safety. It is important that all apprentices receive a thorough induction into their organisation. This induction can contribute evidence and examples towards meeting the requirements for ERR. The Skills for Justice Workbook for Apprentices must be completed as part of the Apprenticeship framework. The apprentice must gather evidence and complete the workbook under the supervision and guidance of their assessor/manager.

The course of training in ERR must be designed so that the apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
- understands the role played by their occupation within their organisation and industry
- has an informed view of the types of career pathways that are open to them
- knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities
- knows where and how to get information and advice on their industry, occupation, training and career
- can describe and work within their organisation's principles of conduct and codes of practice
- recognises and can form a view on issues of public concern that affect their organisation and industry

## How to meet the requirements for ERR

A declaration must be signed and dated by the apprentice, learning provider and employer to confirm that the apprentice has covered the target areas and criteria.

## Evidence of achievement of ERR

The declaration, in Appendix A of the Workbook for Apprentices, must be returned to Skills for Justice with the certificate claim form, on completion of the Apprenticeship framework.

For a copy of the Skills for Justice Workbook for Apprentices, please see the following link:

[www.skillsforjustice.com/careers.asp](http://www.skillsforjustice.com/careers.asp)

*The remaining sections apply to all levels and pathways within this framework.*

## How equality and diversity will be met

A key concern of the sector is that it does not reflect the community it serves.

- black and Minority Ethnic (BME) groups and women are currently under represented as Prison Custody Officers in Wales. Within Custodial Care the workforce is 61% male and 94% white. This roughly reflects the general make up of the wider workforce in the Justice sector, which is around 53% male and 95% white.
- over half of the Justice workforce is between the age of 35 and 54 and around 12% are aged over 55.

Likely reasons which have contributed to this imbalance include:

- a perception of the sector as high risk, poorly paid and a perceived lack of career opportunities may be limiting the number of applicants
- people wishing to enter the sector are often unaware of the breadth of opportunity and different roles that the Justice sector offers, as well as the scope of career pathways from these roles, in particular the ways in which they could enter one area of the Justice sector by transferring skills gained in another area of Justice
- lack of an Apprenticeship route which offers a high quality standardised programme of training and development within Custody Services and across the wider Justice sector
- stereotypical views of the Prison Service as a white, male dominated workforce
- vacancies are sometimes advertised in areas where there are little or no BME communities

In order to address these issues, awareness of Custody Services and the Justice sector generally as a profession is being raised through:

- producing careers information, advice and guidance including, career progression pathways and case studies
- development of Apprenticeships to create progression routes into and from occupations within Custodial Care Services

Visit the careers website for the Justice Sector at [www.skillsforjustice.com/careers.asp](http://www.skillsforjustice.com/careers.asp)

Apprenticeships are seen as a vital route to encourage a greater diversity of individuals into the industry, therefore entry conditions to this framework are extremely flexible, mentoring has been included to offer additional support and increase the chances of apprentices staying, and there is a mandatory unit for equality and diversity.

Training providers and employers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the

industry, using the 8 protected characteristics of:

1. age
2. disability
3. gender
4. gender reassignment
5. marriage and civil partnerships
6. pregnancy and maternity
7. race
8. religion and belief
9. sexual orientation

Skills for Justice will monitor take up and achievement of all Apprenticeships as part of its Apprenticeship Strategy and take steps to address any barriers to take up and achievement as part of its Sector Qualifications Strategy.

## On and off the job training (Wales)

### Summary of on- and off-the-job training

**Total on and off the job training hours for this framework:**

Custodial Care pathway - **508 hours** (minimum)

#### **Off the job training:**

Off the job training must be received whilst working under an Apprenticeship agreement. Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off the job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off the job hours for this framework can be verified for Apprenticeship certification.

#### *Previous attainment:*

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Apprenticeship certificate.

### ***Previous experience:***

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised. To count towards Apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF "Recognition of Prior Learning" procedures and the hours recorded may then count towards the off the job hours required to complete the Apprenticeship.

For apprentices with prior un-certificated learning experience, the off the job learning must have been acquired within 5 years of application for the Apprenticeship certificate or have been continuously employed in the relevant job role in the industry for 2 years.

### **On the job training:**

On the job training must be received whilst working under an Apprenticeship agreement.

### ***Previous attainment and experience:***

On the job training hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL procedures as off the job above). The amount of on the job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of on the job hours for this framework can be verified for Apprenticeship certification.

Apprentices who commence training under a new Apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim towards the on the job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include "customisation". Training providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a Credit and Qualifications Framework for Wales (CQFW) recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skill or other competency-based qualifications/units relevant to the workplace. For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the Apprenticeship certificate or have been continuously employed in the industry for 2 Years.

Job roles within Custodial Care Services require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

## Certification

Providers will be responsible for ensuring that the minimum requirement for on the job training has been met when applying for Apprenticeship certificates. For more information on certification see the following link: [www.skillsforjustice.com/template01.asp](http://www.skillsforjustice.com/template01.asp)

## Off-the-job training

Off the job training is defined as time for learning activities away from normal work duties.

### Off the job training hours for this framework:

The total amount of off the job training required to complete this framework is as follows:

Custodial Care pathway – **371 hours** (minimum)

## How this requirement will be met

### Custodial Care pathway:

The requirement for off the job training is calculated as follows:

- 224 hours Level 3 Diploma in Knowledge of Custodial Care
- 60 hours Level 2 Essential Skill in Application of Number
- 60 hours Level 2 Essential Skill in Communication
- 5 hours appraisals related to this Apprenticeship programme
- 10 hours for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 12 hours minimum for mentoring

### Off the job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction

### Evidence of off the job training - Custodial Care pathway:

- Level 3 Diploma in Knowledge of Custodial Care

- Level 2 (or higher) Essential Skills Certificates for Application of Number and Communication
- Completion of the declaration in Appendix A of the Skills for Justice Workbook for Apprentices which confirms that requirements for on and off the job training have been met (please see the section on ERR for more details about the workbook)
- Coaching and mentoring record, log or diary - not required at certification

Providers will be responsible for ensuring that the minimum requirement for on the job training has been met when applying for Apprenticeship certificates.

For more information on certification see the following link: [www.skillsforjustice.com/template01.asp](http://www.skillsforjustice.com/template01.asp)

## On-the-job training

On the job training is defined as skills, knowledge and competence gained within normal work duties.

### On the job training hours for this framework:

The total amount of on the job training required to complete this framework is as follows:

Custodial Care pathway – **137 hours** (minimum)

## How this requirement will be met

### Custodial Care Pathway:

The requirement for on the job training is calculated as follows:

- 137 hours Level 3 NVQ Diploma in Custodial Care

### On the job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- be delivered through one or more of the following methods: individual and group teaching, e-learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers
- be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer. These records of hours may need to be submitted to the Certifying Authority when applying for an Apprenticeship completion certificate.

## Evidence for on the job training - Custodial Care Pathway

- Level 3 NVQ Diploma in Custodial Care
- Completion of the declaration in Appendix A of the Skills for Justice Workbook for Apprentices which confirms that requirements for training hours have been met (please see the section on ERR for more details about the workbook)
- Record of on the job training, e.g. coaching and monitoring record, log or diary - not required at certification

Providers will be responsible for ensuring that the minimum requirement for on the job training has been met when applying for Apprenticeship certificates. For more information on certification see the following link: [www.skillsforjustice.com/template01.asp](http://www.skillsforjustice.com/template01.asp)

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

Improving own learning and performance is not mandatory. Consultation with employers shows that this Wider Key Skill is sufficiently covered in the the knowledge and competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

## Working with others

Working with others is not mandatory. Consultation with employers shows that this Wider Key Skill is sufficiently covered in the the knowledge and competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

## Problem solving

Problem solving is not mandatory. Consultation with employers shows that this Wider Key Skill is sufficiently covered in the the knowledge and competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

# Additional employer requirements

N/A

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[www.apprenticeshipframeworksonline.semta.org.uk](http://www.apprenticeshipframeworksonline.semta.org.uk)