

Custody and Detention Officer

Level 3 Apprenticeship



INTRODUCTION

G4S launched its Custody and Detention Officer (CDO) Apprenticeship Programme in 2019 for all new recruits entering the service who do not already hold a custodial qualification. It gives all new recruits the opportunity to gain specialist training alongside their regular day-to-day prison officer duties.



Your Apprenticeship will run in parallel with your initial training course (ITC) and you will be supported through the programme by an experienced Learning Coach, mentor and line manager. On completion, you will obtain a recognised Custodial Qualification, which will support your role and career development.

The Custody and Detention apprenticeship programme offers a new approach to training and development throughout the first 12 months of your employment. This includes support from an apprenticeship coach and opportunities to reflect and build on your skills and knowledge – getting your career off to the best possible start.

G4S understand that as a professionally trained prison officer the skills and knowledge you learn on your apprenticeship will stand you in good stead throughout your prison service career.

WHO ARE TOTAL PEOPLE?

Total People are the Training Provider that G4S have chosen to work in partnership with to deliver the CDO apprenticeship.

They are one of the largest providers of apprenticeships and work-based learning in the North West of England and are part of the LTE Group.

You will be assigned a Learning Coach from Total people who will coach and support you throughout your apprenticeship.

WHAT IS AN APPRENTICESHIP?

An apprenticeship is a paid job, which combines training and learning. All training or activities linked to the apprenticeship is conducted during your working hours.

Traditionally school leavers undertook apprenticeships but education, training and employment have changed, and so have apprenticeships. Today, they provide an alternative path to education and are embraced by employers as a way to support all new staff entering the industry, as well as developing existing employee's to upskill and progress within the workplace.

During the apprenticeship, you will learn new skills, knowledge and behaviours that will support you in your day-to-day work.



KNOWLEDGE

- What you need to know to do your job
- Demonstrate your understanding throughout your apprenticeship



SKILLS

- What you need to be able to do your job
- Demonstrate the skills you learn in your workplace and through observation and reflection



BEHAVIOUR

- Your mindset, approach and attitude to work
 - Think in a way that is required for the duties they are expected to carry out?
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THE LEVEL 3 CUSTODY AND DETENTION APPRENTICESHIP

The CDO Apprenticeship has been developed to support new officers during the first twelve months of their custodial career to gain specialist training alongside your regular day-to-day prison custody officer duties.

Your role will require you to work with a variety of people who have different needs and display varied behaviour. It is your role to work to ensure those individuals are treated with dignity and respect and helped to find a new way of life while maintaining a safe, secure and structured environment.

You will also play a key role in the rehabilitation of those in your care, acting to build commitment to change to reduce reoffending. You have a duty to enforce and uphold legal decisions and follow process and procedure with integrity, honesty and professionalism.

The apprenticeship will equip you to carry out your role effectively.

INITIAL ASSESSMENT

Before the start of your apprenticeship, you will have an Initial Assessment which will assesses your prior learning to establish the 'starting point' or baseline. In addition, you will complete an English and maths assessment to inform to establish the journey need for you to reach the required level of Maths and English.

FOUR STEPS TO COMPLETION



STEP 1 INITIAL TRAINING COURSE (ITC)

The Initial Training Course (ITC) is a comprehensive Ministry of Justice approved training course, which covers skills such as communication, security, first aid and control and restraint.

This is contextualised and will prepare you for the environment you'll be working in and sets the foundations of your apprenticeship by underpinning the knowledge, skills and behaviours you will need to demonstrate.

STEP 2 PRACTICAL TRAINING

This is where you put what you learnt in the classroom into practice.

You will be paired with an experienced Prison Custody Officer to shadow in order to gain practical experience. You will be applying your knowledge and skills in the workplace, doing the job that you set out to do while with support from your Learning Coach to help you to apply the knowledge, skills and behaviours you have learnt to real work situations. You will be working towards milestones, which will track your progress.

Your learning coach will assess your skills, knowledge and behaviours and progress towards your End Point Assessment (EPA).

Maths and English

If you do not already have a Level 2 English and Maths equivalent, you will be supported to complete a Level 2 Functional Skills qualification which is an equivalent qualification to GCSE.

Having functional Maths and English skills are important in all workplaces – even where you have exemptions you will be supported to continue to work on these areas.

STEP 3 GATEWAY

After one year you will be eligible for the Gateway, the Gateway refers to the standard that needs to be met before you can start your end point assessment (EPA).

At this stage, you will have demonstrated your knowledge, skills and behaviours and know how to apply them consistently in the workplace to demonstrate your competence and have a learning portfolio that shows this.

You will also have evidence that you have achieved the required level of English and Maths (either by prior attainment or through the Functional Skills you have completed during the apprenticeship)

You will have discussions with your line manager and Learning Coach to show you are ready to enter the Gateway.

STEP 4 END POINT ASSESSMENT (EPA)

The end-point assessment shows that you can perform your duties in a fully competent, holistic and productive way. The assessment is graded (Pass / Distinction) and carried out by an assessor who is independent to Total People or G4S.

EPA will take place within 3 months of reaching Gateway and consists of two parts, a project and a professional discussion.

HOW LONG WILL THE APPRENTICESHIP TAKE?

The overall duration is about 15 Months - 12 months to achieve ITC, practical training and maths and English if required, then up to 3 months for Gateway and EPA, (although the duration of Gateway to EPA is a guide and can be achieved in less than three months).

WHAT SUPPORT WILL I GET?

You will have regular meetings with your Learning Coach who has experience of working in a similar role to you, along with the support of your mentor and line manager.

WILL I BE GIVEN TIME TO COMPLETE MY APPRENTICESHIP?

You have to do a minimum of 20% OTJ (Off the Job training / learning) and this is planned into your normal working hours- so there is no need to do work outside of your working week unless you choose to. The majority of your OTJ will be done during your ITC, although you will be given time for learning once the ITC has finished to complete any learning or work connected to your apprenticeship.

WHERE WILL TRAINING TAKE PLACE?

Your ITC will take place in the training centre at your workplace.

Either once you graduate your learning will continue on site or remotely via technology, (where appropriate) you will have a mix of face-to-face and remote sessions with your apprenticeship coach who will set you work to complete in an online portfolio.

COMPLETING YOUR APPRENTICESHIP

When you pass your End Point Assessment (EPA), you will have completed your Prison Custody Officer Apprenticeship and you will be a qualified and highly trained professional prison officer.

You will be issued with an Apprenticeship certificates, which shows you have completed apprenticeship qualification and is nationally recognised within the custodial sector and is equivalent to traditional qualifications.

This does not mean you have finished learning there will be many opportunities for you to continue to learn and progress, this is just the start of your career in the sector.

HOW WILL I ENROL?

Once you are confirmed in post as a new Prison Custody Officer and start your ITC training you will be automatically enrolled onto the apprenticeship.

ARE THERE ANY ENTRY REQUIREMENTS?

As long as you are not currently enrolled in another apprenticeship or already hold a custodial qualification then there are no other entry restrictions that are specific to this apprenticeship.

However, as mentioned previously you have to achieve the required level in English and Maths by the end of the apprenticeship if you have not already achieved them or have proof of achievement.

GET IN TOUCH

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Total People is committed to equality of opportunity, non-discriminatory practices and supporting individual learners. This information is also available in a range of formats, such as large print, on request.



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