

apprenticeship FRAMEWORK

Higher Apprenticeship in Policing (Police Community Support Officer)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

For any previous versions of this framework: www.acwcerts.co.uk/framework_library

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Skills for Justice (Justice, Community
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Higher Apprenticeship in Policing (Police Community Support Officer)

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Framework information

Information on the Issuing Authority for this framework:

Skills for Justice (Justice, Community Safety and Legal Services)

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

Issue number: 1	This framework includes:
Framework ID: FR04078	Level 2 <input type="checkbox"/> Level 3 <input type="checkbox"/> Level 4-7 <input checked="" type="checkbox"/>
Date this framework is to be reviewed by: 01/04/2022	This framework is for use in: Wales

Short description

This apprenticeship framework for the role of Police Community Support Officer (PCSO) has been developed with the support of the four Welsh police forces and the British Transport Police for a standardised pan-Wales approach.

PCSOs are an important complement to policing and recruits will:

- Engage and communicate with the community
- Gather information and intelligence
- Provide initial response to incidents
- Respond to incidents proportionate to role and powers
- Problem solve-with medium to long term community solutions including partnership work

Contact information

Proposer of this framework

This apprenticeship framework has the full support of the Welsh Police Forces Learning and Development Joint Advisory Group (JAG) and the College of Policing Board.

A Steering Group with representatives from the four Welsh forces, British Transport Police, staff associations and trade unions led on the development of the framework.

This forms part of the Policing Education and Qualifications Framework (PEQF) to develop a framework of qualifications for policing and law enforcement across the UK

Developer of this framework

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Revising a framework

Why this framework is being revised

|Framework Developer to complete with relevant info|

Summary of changes made to this framework

|Framework Developer to complete with relevant info|

Qualifications removed

|Framework Developer to complete with relevant info|

Qualifications added

|Framework Developer to complete with relevant info|

Qualifications that have been extended

|Framework Developer to complete with relevant info|

Purpose of this framework

Summary of the purpose of the framework

The Police Service in Wales forms part of the wider UK Police Service. There are four forces in Wales, covering the geographical areas of South Wales, North Wales, Gwent and Dyfed Powys. The National Police Chiefs' Council (NPCC) also covers Wales as part of its remit of developing policing policies. In total 961 Police Community Support Officers (PCSOs) are employed in Wales split across the four forces and British Transport Police (BTP) as follows (all figures from the Home Office, March 2018):

- Dyfed Powys- 150
- Gwent-130
- North Wales- 237
- South Wales-407
- British Transport Police-37

Forces indicate a requirement for recruiting approximately 57 new PCSOs in Wales in 2019/20

The *National Police Chiefs' Council (NPCC) Police Vision 2025* sets out the plan for policing over the next 10 years and provides direction to stakeholders tasked with instigating and bringing about change:

"By 2025 Policing will be a profession with a more representative workforce that will align the right skills, powers and experience to meet challenging requirements."

The vision comes from the service itself and has been drafted jointly by police and crime commissioners, chief constables and other policing bodies including the College of Policing (the professional body for police forces in England and Wales, recognised in Parliament by statute). It shapes the decisions required to transform policing to meet the increasing demands made upon it, and the PCSO role is important in this future vision.

The Policing Education and Qualifications Framework (PEQF) is a Home Office supported, workforce-focused component of this change that supports the Home Secretary's headline police professionalisation and reform agenda. The PEQF is for police staff across all Home Office forces in both England and Wales and also followed by other police forces. The first phase of implementation over the next 5 years will see qualification requirements being set. The PEQF sets the role of PCSO as needing training at Level 4 as part of the policing family of education and training and required qualifications.

PCSOs are an important part of the complement to policing across UK policing, and are highly valued members of the service. Their primary function is to be the visible presence of the service in the community and support communities to address issues and problems and concerns which may or may not necessarily be crime or incident related. They will be expected to gather information and intelligence which may be relevant to ongoing and future policing investigations and priorities.

The Home Office Police Workforce Statistics July 2016 shows that the main function of all PCSOs employed by Welsh forces is 'neighbourhood policing'.

PCSOs are an important part of the national strategy for community policing across UK, and are highly valued, uniformed, public-facing members of the service. Being entirely community-based, their primary function is to be the visible and uniformed presence of the service in the community, fostering and promoting relationships, supporting communities to address issues, problems and concerns which may or may not necessarily be crime or incident-related. PCSOs are bestowed with a standard set of limited powers; Chief Officers can designate other additional powers according to individual force needs.

Primarily there to support and communicate with individuals, groups and organisations across the community, a PCSO will typically patrol distinct physical community areas, regularly attend community and neighbourhood meetings, undertake liaison with schools and partnership working, develop lines of communication and assist communities to resolve any issues, concerns and problems they face. They will be expected to gather information and intelligence which may be relevant to ongoing and future policing investigations and/or priorities. Although their role is distinct from that of their PC colleagues, a PCSO may occasionally be called upon to assist around policing incidents, but this would always be relative to the limited policing powers they are designated with, and align to the underpinning training they have received and been assessed against (e.g. they may be asked to control a cordon to a policing incident). As a member of the service actively engaged in the community, PCSOs may on occasions find themselves first at the scene of policing incidents. As a representative of the service they would be expected to (within the limits of their powers) manage these incidents, including utilising limited conflict resolution tactics and techniques or observing and reporting from a safe distance (dependent on a dynamic risk assessment), until relieved by a suitably qualified colleague.

Tasks typically include:

- Working under the direction of their line managers and community-based Police Constables to proactively engage and communicate with the community, using appropriate communication methodologies for fostering, promoting and maintaining channels of communication and developing close working relationships with key groups, agencies and individuals in order to identify concerns, problems and issues faced by the community e.g. anti-social behaviour and low-level youth offending.
- Assisting individuals, multi-agency partners and other key community groups to communicate effectively with the police to maximise the effectiveness and perception of the service provided to the public
- Identifying and supporting those affected by offending or anti-social behaviour (victims and witnesses) and those who may be particularly vulnerable to becoming a victim of crime or anti-social behaviour. This support may be practical (e.g. relating to safety, security and compensation claims) or emotional (e.g. listening, reassurance). PCSOs must be able to assess an individual's needs for further support, and identify and discuss possible sources of such support.
- Working under the direction of their line managers and alongside multi-agency and local partners to help plan, implement, analyse, review and share the outcomes of evidence-based policing initiatives addressing community problems, issues or concerns.

Gathering information and intelligence to assist and support law enforcement and community objectives. PCSOs will need to be able to work in accordance with the requirements of the National Intelligence Model (NIM) and the principles of managing police information used across the service

- Attending court and give evidence in relation to any incidents where they have personal knowledge or involvement.
- Responding to incidents which require proportionate responses and actions. PCSOs should seek to defuse situations where conflict exists or threats of conflict are present, using appropriate communication, personal safety techniques and equipment (within the scope of their training, powers and issued equipment) until relieved. They should carry out minor enforcement activity, using standard PCSO powers as appropriate, to deter instances of nuisance or anti-social behaviour such as confiscation of alcohol and tobacco or issuing fixed penalty notices.

Since December 2017, when there was a change to the Police Reform Act which effectively dispensed with the 'standard' and 'discretionary' sets of powers and allowed Chief Officers to designate PCSOs within their force, with any powers of a Constable except the following:

- Any power or duty of a constable to make an arrest.
- Any power or duty of a constable to stop and search an individual or a vehicle or other thing.
- The power of a constable, under section 36(4) of the Police and Criminal Evidence Act 1984, to perform the functions of a custody officer at a designated police station if a custody officer is not readily available to perform them.
- The power of a constable, under section 55(6) of the Police and Criminal Evidence Act 1984, to conduct an intimate search if an officer of at least the rank of inspector considers under section 55(5) of that Act that an intimate search by a suitably qualified person is not practicable.
- Any power that is exercisable only by a constable of a particular rank.
- Any power of a constable under -
 - (a) the Terrorism Act 2000;
 - (b) the Terrorism Act 2006;
 - (c) the Counter-Terrorism Act 2008;
 - (d) the Terrorism Prevention and Investigation Measures Act 2011;
 - (e) the Counter-Terrorism and Security Act 2015.

This means that Chief Officers now have a far wider range of powers that can be designated to PCSOs, however, the consequence of this is that there is likely to be far greater variation in powers across forces.

PCSOs require their own occupationally distinct apprenticeship training programme with bespoke skills, knowledge and behaviours that align with the limited policing powers held.

Aims and objectives of this framework (Wales)

The aim of this apprenticeship framework is to provide a standardised pan-Wales approach to recruit PCSOs, attract new people into the Police Service, particularly those from under-represented groups, and to provide progression routes into careers in police and law enforcement or into the wider justice sector.

Objectives:

The overall objective is to develop and establish an apprenticeship offer that will provide:

- increased uptake of the recognised professional pathway for progression and the formal accreditation of skills and competence
- improved opportunity for access and progression within the Service
- improved mobility of the workforce and increased opportunities for individuals within the policing and law enforcement sector across Wales
- raised essential skill levels that suit the demands placed on the Police Service in Wales by rapidly changing communities and businesses
- provide a vocational route into the sector
- provide a standardised programme of learning and development, incorporating transferable skills which apply across policing and the wider justice sector
- provide opportunities for career progression in policing and law enforcement or the wider justice sector
- to attract more applicants into policing including those from under-represented groups
- to develop problem solving, communication, team working, literacy and numeracy.

Entry conditions for this framework

Entry conditions vary from force to force. Typically, a PCSO will be aged 18 years or older and is highly likely to have achieved a Level 3 qualification (or equivalent) and Level 2 in English and Mathematics (or equivalents) prior to entry.

Therefore, it is advisable to check current entry conditions at the time of application

Level 4

Title for this framework at level 4

Higher Apprentice in Policing
(Police Community Support Office) (Wales)

Pathways for the framework at level 4:

Pathway 1: Policing-Police Community Support Officer (Wales)

Level 4, Pathway 1: Policing-Police Community Support Officer (Wales)

Description of this pathway

Policing-Police Community Support Officer (PCSO) - Minimum of 93 Credits:

- 81 credits for the combined competence and knowledge qualification Diploma in Policing Practice and
- 12 credits for the Level 2 Essential Skills Wales English and Application of Number where not already achieved

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

Entry conditions for applicants are quite comprehensive. Applicants should check specific requirements with their chosen force:

- www.dyfed-powys.police.uk
- www.gwent.police.uk
- www.north-wales.police.uk
- www.south-wales.police.uk
- www.btp.police.uk

Or alternatively via www.homeoffice.gov.uk/police

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Job title(s)	Job role(s)
Police Community Support Officer	The PCSO role will engage and communicate with the community, gather information and intelligence and provide initial response to incidents. They will respond to incidents proportionate to role and powers and problem solve with medium to long term community solutions including partnership work.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 – Diploma in Community Policing Practice					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	C00/3774/7	Skills for Justice Awards	81	240	810

Relationship between competence and knowledge qualifications

The Diploma in Community Policing Practice is a combined knowledge and competence qualification and has been accredited by Ofqual and designated by Qualifications in Wales and has a mandatory 81 credits within the following units:

1. Engage with the community
2. Handle information and intelligence
3. Provide an initial response to policing incidents
4. Partnership working in the community
5. Manage conflict in community policing
6. Engage in problem-solving and evidence-based community policing

7. Deal with minor crime or anti-social behaviour
8. Provide support to vulnerable people, victims and witnesses

The following additional competency areas for Independent Patrol Status (IPS) have been included as 'golden threads' throughout the qualification units:

- Operate in accordance with the law, Authorised Professional Practice and the Code of Ethics
- Use PCSO powers

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? YES ☐ NO ☒

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? YES ☐ NO ☒

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** ☐ **NO** ☒

Progression routes into and from this pathway

Progression into the role of PCSO is for anyone who enjoys working with people and wants to make a difference in their community.

Jobs:

- Other police roles providing the applicant meets all entry requirements and recruitment processes.
- Wider justice sector
- Related roles in other sectors

Further training and qualifications including:

- Level 6 Degree in Professional Policing Practice providing applicant meets the entry and recruitment requirements

UCAS points for this pathway:

N/A

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** ☐ **NO** ☒

Delivery and assessment

N/A

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How equality and diversity will be met

The Home Office Diversity Profiles from 2016 show that there is no police force in England and Wales that has a BME representation that matches its local demographic.

- Wales is the least ethnically diverse place across the regions of England and Wales according to the latest Census data. This will inevitably have an impact on the make-up of uniformed ranks.
- 3.5% of the PCSO
- workforce in Wales is BME . 49% of PCSOs in Wales are female.
- The Policing Education Qualification Framework (PEQF) Equality Analysis, 2016 (College of Policing-(CoP) outlines a number of measures to ensure access to this Higher Apprenticeship maintains equity.
- The PEQF will provide guidance on equality.

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 nine 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

More information about the Equality Act can be found here:

www.homeoffice.gov.uk/equalities/equality-act/

On and off the job training

Summary of on- and off-the-job training

The specifications for the on and off- the- job learning are set out in the following documents:

PEQF-PCSO Entry Routes-Curriculum, Qualification and Assessment 2018.

PCSO Entry Routes-National Programme Specification 2018.

This states that for the Welsh Apprenticeship the balance of hours between on- the- job and off-the-job training must relate to the proportion of workplace-based assessment required for the achievement of the combined competency and knowledge qualification in line with SASW requirements.

The apprenticeship should be undertaken in no less than 12 months and it is recommended that the duration is 12-18 months. The College of Policing has set a benchmark that PCSO recruits should have achieved Independent Patrol Status (IPS) by the end of Month 6 of their programme.

On and off the job training must either have been received:

- (a) Whilst working under an apprenticeship agreement; OR
- (b) In the 5 years preceding the date of application for an apprenticeship certificate (the qualifying period)

Off the job training undertaken before the recruit starts the apprenticeship may count towards the off -the -job training required if it is undertaken in relation to the Level 4 Diploma in Community Policing Practice.

Off-the-job training

The PCSO Entry Routes-National Programme Specification 2018 states that off- the- job training needs for the apprenticeship route for off-the-job learning will be as per national apprenticeship framework guidelines of 20% of time.

In this Welsh Apprenticeship the balance of hours between on -the- job and off-the-job training must relate to the proportion of workplace-based assessment required for the achievement of the competencies qualification in line with SASW requirements.

The total 380 off-the-job training hours for the Higher Apprenticeship for PCSOs are made up as follows:

- 240 Guided Learning Hours Level 4 Diploma in Community Policing Practice
- 120 hours for Essential Skills Wales (60 hours per Skill where not already achieved)
- 20 hours for activities including initial assessments, inductions and ERR and off-the-job coaching and mentoring support

The training hours attached to the Essential Skills Wales and the Level 4 Diploma in Community Policing Practice are split between off-the-job and on-the-job learning hours. The expectation is

that recruits will undertake some learning off-the job to achieve the underpinning knowledge attached to each qualification, supported by on-the-job learning to embed this knowledge and practice its application whilst learning on-the-job.

It will be down to each employing force to decide on how the on and off- the- job hours are achieved working with the preferred training provider.

How this requirement will be met

Off-the-job training hours refers to the time taken to develop the technical skills and to develop knowledge of theoretical concepts across a range of contexts. It can be seen as time away from "the immediate pressures of the job", and may include the following:

- Classroom-based learning supervised by a teacher/lecturer
- Work-based learning supervised by a teacher/lecturer or manager
- Live webinar or telephone tutorial with a teacher/lecturer in real time
- E-learning supervised by a teacher/lecturer in real time
- All forms of assessment which take place under the guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training, including where the assessment is competence-based and may be turned into a learning opportunity.

Evidence of off-the-job training hours will include: a completion certificate for the Level 4 Diploma in Community Policing Practice a completion certificate for the Essential Skills Wales -where required

On-the-job training

The PCSO Entry Routes-National Programme Specification 2018 states that off- the- job training needs for the apprenticeship route for off-the-job learning will be as per national

apprenticeship framework guidelines of 20% of time.

In the Welsh Apprenticeship the balance of hours between on the job and off-the-job training must relate to the proportion of workplace-based assessment required for the achievement of the competencies qualification in line with SASW requirements.

The training hours attached to the Essential Skills Wales and the Level 4 Diploma in Community Policing Practice are split between off-the-job and on-the-job learning hours. The expectation is that recruits will undertake some learning off-the job to achieve the underpinning knowledge attached to each qualification, supported by on-the-job learning to embed this knowledge and practice its application whilst learning on-the-job.

Training time for the PCSO Higher Apprenticeship programme is split into on the job training hours and off the job training hours, as described below:

Total qualification time (TQT):

- 810 hours for the Level 4 Diploma in Community Policing Practice
- 120 hours (60 hours) for each of the 2 Essential Skills where not already achieved
- Plus 20 hours on ERR, mentoring support
- Total 950 hours

Guided Learning Hours (GLH)-off-the-job:

- 240 hours for the Level 4 Diploma in Community Policing Practice
- 120 hours (60 hours) for each of the 2 Essential Skills where not already achieved
- Plus 20 hours on ERR, mentoring support
- Total 380 hours

On the job hours=

- Total Qualification Time (TQT) 950
- minus GLH (Off-the job) 380
- =Total on the job hours 570 hours

It will be down to each employing force to decide on how the on and off- the- job hours are achieved working with the preferred training provider.

How this requirement will be met

On-the-job training hours must:

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework
- be planned, reviewed and evaluated jointly between the recruit and a tutor, teacher, lecturer,

mentor or manager

- allow access as and when required by the recruit either to a tutor, teacher, mentor or supervisor or manager
- be delivered during contracted working hours.

Evidence of on-the-job Guided Learning Hours will include:

- a completion certificate for the Level 4 Diploma in Community Policing Practice
- a completion certificate for the Essential Skills Wales (where applicable)

Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

Enter Qualification Names

Improving own learning and performance

Give examples - signpost to specific units in framework qualifications that would meet these requirements

Working with others

Give examples - signpost to specific units in framework qualifications that would meet these requirements

Problem solving

Give examples - signpost to specific units in framework qualifications that would meet these requirements

apprenticeship FRAMEWORK

For more information visit-
www.acwcerts.co.uk/framework_library