

# Custody or Detention Officer

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Wales

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# Custody or Detention Officer

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# Framework Information

## Information on the Issuing Authority for this Framework:

Skills for Justice is the sector skills council for the justice sector and provides qualifications 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, and Community Justice.

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This framework includes: Level 3

This framework is for use in: Wales

## Short Description:

This framework is for custody or detention officers both in the public and private sector. Custody or detention officers ensure that individuals are held in a secure, safe and decent environment and work as part of a team to ensure that the safety of everyone in custody or detention centres is a priority.

The purpose of this framework is to provide a qualification and training suitable for new custody or detention officers joining the sector.

# Contact Information

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# Purpose of this Framework

## Summary of the purpose of this framework:

This framework is designed to develop an apprentice's skills, knowledge and behaviours of the role.

The purpose of this framework is to ensure that new Custody or Detention officers joining the sector have a suitable package of training that has been developed by employers and providers in order to meet the needs of public and private sector organisations in Wales. It provides a structured approach to training and will develop new custody or detention officers to help them understand the needs of the sector and their role within it.

The vision is for the Justice and Community Safety sectors to have frameworks of flexible qualifications for all staff that meet the skills priorities for the sectors, which adds value and offers opportunities for career progression and transfer to other roles across the sectors.

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, numeracy and Digital Literacy skill in Wales
- using technical and competence qualifications, valued by employers, to help their businesses grow
- developing apprentices' employability skills, making them more attractive to all employers whichever career they choose
- providing a career pathway into jobs and training at higher levels, to provide the skills which the economy needs to grow
- building on the existing quality learning provision for the Justice & Community Safety sector in Wales

## Aims and objectives of this framework (Wales):

The aim of this framework is to ensure that new custody or detention officers in Wales receive the required level of training and qualifications to ensure continuity with their counterparts in England.

It is hoped that the framework will create a nationally approved Apprenticeship framework, combining skills and knowledge, that provides a work-based route to competence in the justice and community safety sector. The framework will help to standardise the skills and training of custody or detention officers.

## Objectives:

- to formally recognise learning and development
- to promote standardisation of learning and development
- to improve transferability opportunities of skills and staff
- to promote high standards of training

# Entry Conditions for this Framework

The following skills and attributes are essential to apprentices in this occupation:

- good communication and influencing skills
- commitment to quality
- effective decision making
- care and understanding
- personal qualities and conduct

There are no formal entry conditions for this framework, however due to the nature of the work, applicants will be required to reach the age of 18 or over before applying to join this apprenticeship.

Prior to being accepted as an apprentice, applicants will be subject to an online assessment test, if successful they will be invited to an assessment day. This may include:

- Role plays
- Interview
- Numerical, reading and writing tests
- Health check and fitness test
- Demonstration of specific organisational entry requirements

## **RULES TO AVOID REPEATING QUALIFICATIONS**

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

### **- ESW Qualifications:**

- **Knowledge Qualifications:** n/a

- **Competence Qualifications:** n/a

- **Combined Qualifications:** SFJ Awards Level 3 Diploma in the Management and Care of Individuals in Custody or Detention

### **- Prior Experience:**

No prior knowledge, experience or qualification is required to enrol onto this Custody or Detention Officer Apprenticeship.

However, 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

# Custody or Detention Officer

## Pathways for this framework at Level 3:

Pathway 1: Custody or Detention Officers

# Level 3, Pathway 1: Custody or Detention Officer

## **Description of this pathway:**

This pathway is intended for new custody or detention officers joining public or private sector establishments.

The minimum number of credits that an apprentice must attain for the pathway is 45. This is achieved through either completion of the Combined knowledge and skills qualification and the Transferable skills qualifications or by completing the separate 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: Custody or Detention Officer**

### **Job Role:**

The main purpose of the role is to operate in a secure environment such as Detention Centres, Custodial Establishments and Custodial Services which are unique and often challenging places to work. The people in your care will have a variety of different needs and display varied behaviours and 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 whilst maintaining a safe, secure and structured environment.

# Qualifications

## Competence Qualifications available to this pathway

n/a

## Knowledge Qualifications available to this pathway

n/a

## Combined Qualifications available to this pathway

**B1** - SFJ Awards Level 3 Diploma in the Management and Care of Individuals in Custody or Detention

No.	Ref no.	Awarding organisation	Credit value	Guided Learning Hours	UCAS points value
B1a	603/6073/2	SFJ Awards	X	280	n/a

Relationship between competence and knowledge qualifications: n/a

# 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?

No

## 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?

No

# Progression routes into and from this pathway

## Progression into this pathway

Progression into this pathway can be from a variety of routes including: college (subject to the candidate meeting the minimum age requirements stated earlier in this framework) or direct entry from another occupation.

## Progression on completion of this pathway will include:

Progression from this pathway, with further experience/training, may be into more senior roles within the Prison sector including:

- Security First Line Manager
- Intelligence Officer
- Team Leader
- Departmental Manager
- Detention (IRC and Escorting roles)

Progression from this pathway may also be into other roles within the Justice and Community Safety sector, for example; Police Officer, Police Community Support Officer (PCSO) etc

The achievement of the qualifications within the framework will offer entry opportunities into Higher Education.

# 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? Y

### Delivery and Assessment

Employee Rights and Responsibilities (ERR) is no longer a mandatory part of Apprenticeships, however it will remain a requirement of this framework as it is felt this is an important aspect of their apprenticeship and that all apprentices should 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, and this can contribute towards meeting the requirements for ERR. The apprentice can 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. The apprentice 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. The apprentice 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. The apprentice understands the role played by their occupation within their organisation and industry. The apprentice has an informed view of the types of career pathways that are open to them. The apprentice knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities. The apprentice knows where and how to get information and advice on their industry, occupation, training and career. The apprentice can describe and work within their organisation's principles of conduct and codes of practice. The apprentice 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.

<https://acwcerts.co.uk/web/formsdocumentation>

# How equality and diversity will be met

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 9 protected characteristics of:

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

Skills for Justice will monitor take up and achievement of all Apprenticeships in the Justice and Community Safety sectors

New officers will receive training in Equality & Diversity as part of their induction programme.

# On and off the job training

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

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

Custody or Detention Officer pathway will include 430 hours (minimum) when undertaking the combined qualification.

## 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.

Apprentices will follow a structured delivery model that provides a blend of classroom and workplace learning. This will be delivered to new apprentices and will include an induction programme and formal taught learning such as the foundation programme. This will be delivered through the following mediums: digital training, classroom based training and coaching/mentoring.

## How this requirement will be met:

### ***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 through recording of exemptions for certificated learning, 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 "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 they must 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.

After a period of formal learning, apprentices will then have the opportunity to learn ‘on the job’ in the live working environment using reflective and adult learning principles throughout the learning journey. This will also include job shadowing experienced members of staff and there will be coaching and mentoring opportunities also.

Self-directed learning will also be available and can be accessed by the apprentice as and when needed. There will be a whole host of learning materials available to apprentices to utilise as well as opportunities for reflecting on their learning and having access to supporting materials.

### **How this requirement will be met:**

#### ***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 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 qualification unit(s), 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.

### **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: <https://acwcerts.co.uk/web/>



# apprenticeship **FRAMEWORK**