

4B**Develop and support staff to meet operational and prisoner rehabilitation needs in a prison environment**

Kaupae Level	4
Whiwhinga Credit	20
Whāinga Purpose	<p>This skill standard is for suitably experienced Corrections Officers (COs), existing Senior Corrections Officers (SCOs) or staff who are actively working towards SCO, such as Acting SCO (A/SCOs).</p> <p>People credited with this skill standard will be able to, in relation to a prison environment, develop staff knowledge, skills, and capability to help meet operational and prisoner rehabilitation needs, promote active engagement skills with staff to support rehabilitative interactions and activities with prisoners, and develop and maintain a positive team culture.</p> <p>This skill standard aligns with the New Zealand Certificate in Prisoner Management (Level 4) [Ref: 2659].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Develop staff knowledge, skills, and capability to help meet operational and prisoner rehabilitation needs in a prison environment.	a. Provide on-job training and support to staff to develop core skills for their role.
	b. Provide feedback to staff on professional practice.
	c. Provide guidance for staff progression and attainment of qualifications.
2. Promote active engagement skills of staff to support rehabilitative interactions and activities with prisoners.	a. Develop active engagement skills of staff and within teams.
	b. Support staff in assisting with complex prisoner rehabilitation needs.
3. Develop and maintain a positive team culture in a prison environment.	a. Build and support collaborative relationships within a team context.
	b. Manage challenges within a team.
	c. Manage reflective practice of staff and team.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria**Definitions:**

- *Active engagement* refers to staff acting as change agents and using positive interaction and communication to motivate offenders to change, and includes motivational enhancement, pro-social modelling, problem solving, and exerting positive influence.
- *Prisoner care* includes care for behaviour and monitoring of activities and referrals.
- A *prison environment* refers to a setting that replicates the conditions, structure, and dynamics of a correctional facility. This includes actual prisons, and any time prisoners are managed outside of the confines of a prison.
- *Reflective practice* includes briefing, reviews and concerns throughout the day, debrief at the end of the shift, and reflection on own practice.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Promotion of prisoner engagement with unit routines.
- Responses to prisoner enquiries and issues as a leader.
- Communication of prison routines e.g. Change of muster meals to relevant parties.
- Active management including pro social role modelling, prisoner needs, prisoner issues, encourage positive change, referrals, delegations, cultural needs and support.

Rauemi | Resources

Legislation relevant to this skill standard include but are not limited to:

- New Zealand Legislation. (2004). *Corrections Act 2004* (No. 50). New Zealand Government. Available at <https://www.legislation.govt.nz/act/public/2004/0050/latest/DLM294849.html>
- New Zealand Legislation. (2005). *Corrections (Rehabilitation of Offenders) Regulations 2005* (SR 2005/53). New Zealand Government. Available at <https://www.legislation.govt.nz/regulation/public/2005/0053/latest/DLM315417.html>
- New Zealand Legislation. (2015). *Health and Safety at Work Act 2015* (No. 70). New Zealand Government. Available at <https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>
- Operational manual and code of conduct relating to the prison.

And any subsequent amendments or replacements.

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Law and Security > Offender Management > Prisoner Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0121

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	DD MM 2025	N/A
Kōrero whakakapinga Replacement information	This skill standard is set to replace unit standard 29067.		
Rā arotake Planned review date	30 December 2029		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.