

SFJCCFG5 - SQA Unit Code D7F5 04

Follow up electronic monitoring incidents in the field



Overview

This unit is about following up electronic monitoring incidents in the field, responding to instructions from the call centre, visiting premises, collecting information about the incident and, if necessary, repairing or replacing equipment. Incidents would include unauthorised absences, equipment malfunction or tampering, loss of electrical power or loss of the telephone connection, eviction from the premises or inability to enter the premises or entry into a prescribed area.

There are three elements

- 1 Assess the incident and prepare to take action
- 2 Deal with the incident
- 3 Carry out random alternative monitoring

Target Group

This unit applies to field staff working for electronic monitoring organisations.

**Performance
criteria**

You must be able to:

Assess the incident and prepare to take action

- P1 obtain the available information about the incident
- P2 clarify anything you are not sure about and confirm what you are to do
- P3 where applicable, you agree the priority of the incident in terms of your work schedule
- P4 verify you have the necessary equipment and, where required, access to other key personnel
- P5 where applicable, you identify the location, plan and follow the best route and in accordance with procedures, advise relevant people of your arrival in the area
- P6 carry out an initial risk assessment of the location including what you know about the individual being monitored

Deal with the incident

You must be able to:

- P7 introduce yourself and show proof of your identity
- P8 correctly identify the individual being monitored
- P9 evaluate any further risks in the situation and take action accordingly
- P10 obtain information from the individual being monitored about the incident and its causes
- P11 correct any equipment problems, following safe and approved procedures
- P12 obtain a signed statement from the individual being monitored, as necessary
- P13 advise relevant people of actions taken and departure from site in accordance with organisational procedures
- P14 complete all records clearly and accurately

Carry out random alternative monitoring

You must be able to:

- P15 establish that random alternative monitoring is needed
- P16 obtain the necessary information to proceed with random alternative monitoring
- P17 make sure you have the necessary equipment for random alternative monitoring, and that the equipment is functioning correctly
- P18 make sure you are within range of the required site to receive a clear signal
- P19 configure the monitoring equipment and verify it is functioning correctly
- P20 report the result as required by your organisation's procedures
- P21 repeat random alternative monitoring at the required intervals
- P22 complete all records clearly and accurately

Knowledge and understanding

You need to know and understand:

- K1 your responsibilities for the types of electronic monitoring carried out by your organisation and the authorisation procedures
- K2 the common type of electronic monitoring incidents, and how to respond to them
- K3 the essential pieces of information that you should have when you assess an incident
- K4 how to prioritise an incident in terms of work schedules
- K5 how to select 'best' routes including using navigational aids
- K6 how to carry out risk assessments of an area, and making use of information you have been given about the individual being monitored
- K7 how to carry out random alternative monitoring and the equipment you require
- K8 how to ensure that you are within adequate range for a clear signal
- K9 why is it important to correctly identify the individual being monitored and how to do so
- K10 the importance of introducing yourself and showing proof of identity
- K11 how to question people about incidents and what may have led to these
- K12 the testing, maintenance and replacement of electronic monitoring equipment
- K13 where it is important to obtain signed statements from the individual being monitored
- K14 your organisation's procedures for keeping records including reporting the result of random alternative monitoring

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