

SFJCCFG4 - SQA Unit Code D7F1 04

Identify electronic monitoring incidents and initiate a response



Overview

This unit is about monitoring for incidents through reports generated by the monitoring equipment or provided by other organisations or the individual being monitored. It also covers seeking and evaluating other information to corroborate these reports, and then taking the correct course of action. Incidents would include brief unauthorised absences, longer unauthorised absences, requests for absence, equipment malfunction or tampering, loss of connection or electrical power and eviction from the premises. In the case of exclusion orders or tracking this could include movement into a proscribed area. Liaison with colleagues, other organisations and individuals close to the person being monitored is generally involved.

There are two elements

- 1 Identify electronic monitoring incidents
- 2 Provide an initial response to electronic monitoring incidents

Target Group

This unit applies to control centre staff working for an electronic monitoring organisation.

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Performance criteria

You must be able to:

Identify electronic monitoring incidents

- P1 continuously monitor for reports of possible incidents
- P2 identify incidents that require a response and prioritise them correctly
- P3 seek additional information from other sources that may confirm the reported incident
- P4 evaluate all available information and choose an appropriate method of dealing with the incident

Provide an initial response to electronic monitoring incidents

You must be able to:

- P5 contact the individual being monitored within the agreed timescales, and establish their identity
- P6 request information from the individual being monitored about the incident and its causes
- P7 where necessary, contact other people to seek confirmation of the incident and its causes
- P8 record and evaluate all available information
- P9 based on this evaluation, take action consistent with your organisation's procedures and contractual requirements for incident response

Knowledge and understanding

You need to know and understand:

- K1 your responsibilities for implementing the legal requirements relevant to the type of electronic monitoring carried out by your organisation
- K2 the actions you should take for the main types of incident that may occur, how each must be dealt with and within what timescales
- K3 how electronic monitoring equipment operates and the data it can generate
- K4 the different sources of reports about incidents
- K5 incidents that require a response and how to prioritise these
- K6 situations in which you should seek additional information about an incident
- K7 how to evaluate the available information and choose an appropriate response
- K8 the importance of contacting the individual being monitored when there is a reported incident
- K9 the importance of establishing the identity of the individual being monitored, and how to do so
- K10 how to question people about incidents and possible causes
- K11 situations in which you need to seek additional information, the organisations and organisations appropriate to each of these and the procedures and protocols for contacting them
- K12 the importance of recording the information, and how to do so
- K13 how to evaluate the information you have collected

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