

40852 Support staff to meet prisoner rehabilitation needs in a prison environment

Kaupae Level	4
Whiwhinga Credit	15
Whāinga Purpose	<p>This skill standard is for 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, promote active engagement skills of 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. Promote active engagement skills of staff to support rehabilitative interactions and activities with prisoners in a prison environment.	a. Develop active engagement skills of staff and within teams.
	b. Support staff in assisting with complex prisoner rehabilitation needs.
2. Develop and maintain a positive team culture in a prison environment.	a. Build and support collaborative relationships within a team.
	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

Assessment Specifications:

- Evidence for assessment criterion 2a includes but is not limited to open communication, support, feedback, teamwork, debriefing.

Evidence provided for assessment against this skill standard must:

- be gathered in a prison environment.
- be gathered in accordance with organisational policies and procedures.
- be gathered within the boundaries of the Corrections Officer or Senior Corrections Officer role.

Definitions:

- *Active engagement* may include but is not limited 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.
- *Organisational policies and procedures* refer to the formal policies and procedures for a specific prison site and its activities, and which are consistent with its lead organisation.
- 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* may include but is not limited to 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.
- Guiding staff to deal with complex prisoner issues or challenges.
- Managing challenges within a team.

Rauemi | Resources

Legislation relevant to this skill standard includes but is not limited to:

- Department of Corrections. (n.d.). *Policy and legislation*. New Zealand Department of Corrections. Available at https://www.corrections.govt.nz/resources/policy_and_legislation.
- Department of Corrections. (n.d.). *Prison Operations Manual*. New Zealand Department of Corrections. Available at https://www.corrections.govt.nz/resources/policy_and_legislation/Prison-Operations-Manual.
- 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>.
- Young, A. (n.d.). *Prison policy, prison regime, and prisoners' rights in New Zealand*. Human Rights Commission. Available at https://hrc-nz-resources.s3.ap-southeast-2.amazonaws.com/files/6414/2550/8365/Young_year_-_Prison_policy_prison_regime_and_prisoners_rights_in_NZ.pdf.

And any subsequent amendments or replacements.

Pārongo Whakaū Kounga | 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	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	30 October 2025	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	30 December 2030		

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.