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|--------------|----------------------------------------------------------------------------|----------------|-----------|
| <b>Title</b> | <b>Interact effectively with, and support rehabilitation of, prisoners</b> |                |           |
| <b>Level</b> | <b>3</b>                                                                   | <b>Credits</b> | <b>10</b> |

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| <b>Purpose</b> | People credited with this unit standard are able to:<br>demonstrate knowledge of active management and prisoner change stages in a prison environment; communicate effectively with prisoners; and support prisoner rehabilitation. |
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| <b>Classification</b> | Offender Management > Prisoner Management |
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| <b>Available grade</b> | Achieved |
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### Guidance Information

- 1 Legislation and standards relevant to this unit standard include but are not limited to:  
Corrections Act 2004;  
Corrections Regulations 2005;  
Health and Safety at Work Act 2015;  
Operational manual and code of conduct relating to the prison;  
and any subsequent amendments or replacements.
- 2 Definitions  
*Active management* 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.  
*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.
- 3 Range  
For the outcomes of this unit standard, evidence is required of the following:
  - understanding and recall of applicable legislation;
  - use of technology applicable to the prison site;
  - applicable reporting and recording.

### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of active management and prisoner change stages in a prison environment.

**Performance criteria**

- 1.1 Define active management in accordance with own organisation's plan to reduce reoffending.
- 1.2 Explain the component parts of active management and how they apply to the role of an officer.
- Range knowledge, communication, responsiveness, exerting influence.
- 1.3 Explain pro-social modelling and how it is demonstrated.
- Range may include but is not limited to – positive role modelling, ethics, integrity, code of conduct, empathy.
- 1.4 Explain stages of change in terms of how they apply to prisoner progress.
- Range includes but is not limited to – denial, contemplation, preparation, relapse, action, maintenance.

**Outcome 2**

Communicate effectively with prisoners.

**Performance criteria**

- 2.1 Give prisoners clear, concise, and reasonable instructions, seeking feedback to determine levels of prisoner understanding.
- 2.2 Communicate at a level and in a manner that is acceptable to all parties including avoiding the use of, and discouraging the use of sexist, racist and pro-criminal language.
- 2.3 Maintain a controlled and calm manner in the face of uncooperative and/or aggressive prisoner behaviour.
- 2.4 Respond to prisoner requests fairly and consistently in a manner that reinforces the relationship between the prisoner and oneself.
- 2.5 Challenge negative prisoner thinking and behaviours with tactics that encourage positive change, and which are consistent with organisational policies and procedures.

**Outcome 3**

Support prisoner rehabilitation.

### Performance criteria

- 3.1 Promote a positive relationship with the prisoner through regular informal meetings to reinforce positive behaviour change, and provide feedback and guidance in support of offender plan activities.
- 3.2 Respond to prisoner enquiries about their offender plan clearly, concisely, and in a way that is consistent with the plan and applicable legislation, checking understanding with the prisoner.
- 3.3 Identify obstacles to rehabilitation progress and collaborate with the prisoner, as appropriate, to propose and implement problem-solving strategies.  
  
 Range may include but is not limited to – define problem, identify goal, brainstorm alternative solutions, try out the most promising solution.
- 3.4 Use resources and referrals to support prisoner rehabilitation and reintegration.
- 3.5 Provide feedback on a prisoner to their case manager in accordance with organisational policies and procedures.
- 3.6 Ensure confidentiality of prisoner information unless the safety and security of individuals and/or the prison are at risk.

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| <b>Replacement information</b> | <p>This unit standard, unit standard 27292, and unit standard 29065 were replaced by unit standard 32778.</p> <p>This unit standard and unit standard 29065 replaced unit standards 14640, 14643, 14648, and 19307.</p> |
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**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

#### Status information and last date for assessment for superseded versions

| Process      | Version | Date              | Last Date for Assessment |
|--------------|---------|-------------------|--------------------------|
| Registration | 1       | 15 September 2016 | 31 December 2024         |
| Revision     | 2       | 25 July 2019      | 31 December 2024         |
| Review       | 3       | 29 July 2021      | 31 December 2024         |
| Rollover     | 4       | 28 April 2022     | 31 December 2024         |

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| <b>Consent and Moderation Requirements (CMR) reference</b> | 0121 |
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.