

Title	Demonstrate and apply knowledge of active engagement in prisoner care and rehabilitation		
Level	3	Credits	20

Purpose	<p>This unit standard is for people working as officers within a prison environment who manage prisoner needs, prisoner behaviour, prisoner activity and prisoner rehabilitation.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate and apply knowledge of prisoner rehabilitation pathway to support rehabilitation; – use active engagement to encourage effective change while carrying out prisoner care and rehabilitation; – communicate effectively with prisoners when providing prisoner care and rehabilitation; – demonstrate knowledge of prisoner behavioural changes; and – describe and respond to at risk prisoner behaviour.
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Classification	Offender Management > Prisoner Management
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Available grade	Achieved
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Guidance Information

- 1 Legislation
Corrections Act 2004;
Corrections Regulations 2005;
Health and Safety at Work Act 2015;
and any subsequent amendments or replacements.
- 2 References
The Department of Corrections, Policy and Legislation, available at https://www.corrections.govt.nz/resources/policy_and_legislation
The Department of Corrections, Prison Operations Manual, available at https://www.corrections.govt.nz/resources/policy_and_legislation/Prison-Operations-Manual
The Human Rights Commission, Prison policy, prison regime and prisoners' rights in New Zealand, available at https://www.hrc.co.nz/files/6414/2550/8365/Young_year_-_Prison_policy_prison_regime_and_prisoners_rights_in_NZ.pdf.
- 3 Definitions
Active engagement – refers to staff acting as change agents and using positive interaction and communication to motivate prisoners to change.

Prisoner rehabilitation pathway – refers to their journey through the Corrections system.

Prisoner needs – includes food, warmth, information, shelter, safety and security, medical, cultural specific, spiritual and external needs such as children, family.

Prison environment refers to – any area, within a prison site or external to a prison site where prisoners are held, such as a cell block, within the prison perimeter, on a prison farm, or in a vehicle transporting prisoners.

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.

- 4 All evidence provided must be in accordance with and comply with organisational policies and procedures.

Outcomes and performance criteria

Outcome 1

Demonstrate and apply knowledge of prisoner rehabilitation pathway to support rehabilitation.

Performance criteria

- 1.1 Identify pathway influences on prisoner rehabilitation.
- 1.2 Determine responses to address prisoner needs at any point of the prisoner rehabilitation pathway.
- 1.3 Follow up to ensure prisoner rehabilitation pathway needs have been actioned.
- 1.4 Document prisoner rehabilitation pathway needs appropriately and in a timely manner.

Outcome 2

Use active engagement to encourage effective change while carrying out prisoner care and rehabilitation.

Performance criteria

- 2.1 Promote a positive relationship with the prisoner to reinforce positive behaviour change and provide feedback and guidance in support of offender pathway activities.
- 2.2 Respond to prisoner enquiries about their offender plan clearly, concisely, and in a way that is consistent with the plan and checking understanding with the prisoner.
- 2.3 Identify obstacles to rehabilitation progress and collaborate with the prisoner to propose and implement problem-solving strategies.
- 2.4 Use resources and referrals to support prisoner rehabilitation and reintegration.

2.5 Provide feedback to services to address or support prisoner needs.

Outcome 3

Communicate effectively with prisoners when providing prisoner care and rehabilitation.

Performance criteria

- 3.1 Give prisoners clear, concise, consistent instructions, seeking confirmation to determine level of understanding.
- 3.2 Communicate at a level and in a manner that is inclusive to all parties.
- 3.3 Maintain a controlled and calm manner in the face of uncooperative and/or aggressive prisoner behaviour.
- 3.4 Challenge negative thinking and behaviours using tactics that encourage positive change and are consistent with organisational policies and procedures.

Outcome 4

Demonstrate knowledge of prisoner behavioural changes.

Performance criteria

- 4.1 Describe factors that can influence prisoner behavioural changes.
- 4.2 Describe indicators that a prisoner has a change in behaviour.
- 4.3 Document prisoner changes in behaviour.

Outcome 5

Describe and respond to prisoner at-risk behaviours.

Performance criteria

- 5.1 Describe at-risk behaviours.
- 5.2 Respond to at-risk behaviours.
- 5.3 Describe the organisational at-risk process or procedure.
- 5.3 Report and document prisoner at-risk behaviours.

Replacement information	This unit standard replaced unit standard 27292, unit standard 29065, and unit standard 29485.
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Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 July 2021	N/A

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

Comments on this unit standard

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.