SFJCCFG4
Identify electronic monitoring incidents and initiate a response

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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

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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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