
Overview

This unit is about setting up the necessary arrangements for monitoring offenders using voice verification technology, and identifying and dealing with incidents when they occur. You will need to gather information including the name, address and personal details of the individual, any special requirements for language, other approved locations from which calls may be made, approved telephone numbers and agreed times and dates for monitoring. You will have to make arrangements for the installation and de-installation of approved lines and telephones in the individual's home and in other agreed locations.

There are three elements

- 1 Receive, enter and store notifications
- 2 Make arrangements for implementing orders
Identify and respond to voice verification incidents

Target Group

This unit applies to control centre staff who are working on voice verification monitoring.

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Contribute to preparing and implementing voice verification monitoring

Performance criteria

Receive, enter and store notifications

You must be able to:

- P1 check the notification promptly when it arrives
- P2 make sure the information on the notification is clear, legible and correctly authorised
- P3 identify any possible errors or missing information and follow the approved procedures to deal with these
- P4 enter the information accurately on the system, following approved procedures
- P5 store the notification correctly and securely for future reference

Make arrangements for implementing orders

You must be able to:

- P6 compile the information necessary to implement the order
- P7 correctly identify the requirements of the order
- P8 identify any difficulties in implementing the order and negotiate a solution to these with the supervising officer, appropriate internal department or telephone service provider as appropriate
- P9 where necessary, seek advice and information from a responsible colleague
- P10 complete all the necessary arrangements for implementing the order correctly, as appropriate to the individual and within agreed timescales
- P11 complete all records following approved procedures

Identify and respond to voice verification incidents

You must be able to:

- P12 continuously monitor for voice verification incidents
- P13 identify voice verification incidents and prioritise them correctly
- P14 seek additional information from other sources when necessary
- P15 evaluate all available information and choose an appropriate method of dealing with the incident
- P16 provide clear and accurate reports of the incident to the appropriate organisation within agreed timescales and ensure these reports are securely stored for future reference

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Knowledge and understanding

You need to know and understand:

- K1 the legal requirements that apply to the range and types of notifications implemented by your organisation
- K2 the basic principles of voice verification monitoring
- K3 how each type of notification must be dealt with and within what timescales
- K4 the information that must be present on a voice verification notification
- K5 why you must check information about notifications and make sure it is correct, clear and complete
- K6 the types of errors and missing information that you may come across with notifications and how to deal with these correctly
- K7 the other organisations with whom you liaise and their different responsibilities for voice verification monitoring
- K8 your organisation's procedures for inputting information about notifications and how to follow these
- K9 your organisation's procedures for storing the notification and why these are important
- K10 the arrangements you must make for voice verification monitoring and why each of these are important
- K11 the types of telephone lines and telephone equipment approved for voice verification
- K12 the information that needs to be compiled in order to implement an order, and how to do this
- K13 the types of problems that may occur when setting up voice verification monitoring, and how to respond correctly to each of these
- K14 who is the responsible colleague from whom you should seek advice and information when you cannot resolve a problem yourself
- K15 the types of voice verification incidents that may occur, and how to deal with each of these following approved procedures
- K16 why you must respond to voice verification incidents within agreed timescales
- K17 the record-keeping procedures you must follow and why

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