
Overview

This standard is about installing and checking equipment for voice verification in individuals' homes or other locations.

It includes inducting individuals into the voice verification process and obtaining their voice prints.

There are two elements

- 1 Install and check telephone equipment for voice verification monitoring
- 2 Induct individuals for voice verification monitoring

Establish and maintain voice verification monitoring in the field

**Performance
criteria****Install and check telephone equipment for voice verification monitoring****You must be able to:**

- P1 gain approval of relevant people for installation work to be undertaken in accordance with your organisation's procedures
- P2 locate individuals who will be monitored in accordance with your organisation's procedures, and:
 - P2.1 identify yourself
 - P2.2 explain the purpose of your visit
- P3 attend sites during designated periods with equipment and relevant staff in accordance with your organisation's procedures
- P4 check telephone lines meet requirements for voice verification in accordance with your organisation's procedures and:
 - P4.1 take corrective action where lines do not meet requirements
- P5 install approved telephone equipment in accordance with your organisation's procedures, and:
 - P5.1 install tamper-detection equipment
 - P5.2 check installations are working
- P6 revisit sites at designated intervals in accordance with your organisation's procedures, and:
 - P6.1 check equipment has not been tampered with
 - P6.2 respond to difficulties in installing and checking equipment
- P7 remove equipment at end of monitoring period in accordance with your organisation's procedures
- P8 complete required records in accordance with your organisation's procedures
- P9 deal with individuals in accordance with their rights and your organisation's procedures
- P10 maintain confidentiality throughout installation and maintenance process in accordance with your organisation's procedures

Induct individuals for voice verification monitoring

You must be able to:

- P11 attend sites with staffing appropriate to individuals within organisational timescales
- P12 introduce yourself in accordance with your organisation's procedures, and:
 - P12.1 explain the purpose of your visit
 - P12.2 establish effective working relationships with those involved
- P13 check correct individuals are present in accordance with your organisation's procedures
- P14 provide information to individuals in accordance with your organisation's procedures, covering:
 - P14.1 principles of voice verification
 - P14.2 agreed times and locations for voice verification monitoring
 - P14.3 the number individuals must call
 - P14.4 words individuals must speak
 - P14.5 the types of services and equipment that must not be used on the lines
 - P14.6 the consequences of individuals failing to meet monitoring conditions
- P15 obtain individuals' formal consent to proceed with process in accordance with your organisation's procedures
- P16 supervise individuals while they provide voice prints in accordance with your organisation's procedures
- P17 check problems in providing voice prints in accordance with your organisation's procedures, and:
 - P17.1 follow procedures to solve any problems

Knowledge and understanding**You need to know and understand:**

- K1 legal requirements that apply to types of notifications
- K2 basic principles of voice verification monitoring
- K3 equipment needed to check lines and install appropriate telephone equipment
- K4 the types of lines and equipment that are approved for voice verification
- K5 staff required for different individuals
- K6 why it is important to gain approval for installations
- K7 why it is important to check equipment and how to do so
- K8 intervals at which equipment should be checked and what to look for when carrying out checks
- K9 organisational record-keeping procedures
- K10 the types of problems that occur when installing and checking equipment and how to solve these
- K11 why it is important to interact with relevant people respectfully and how to do so
- K12 why confidentiality is important in certain situations
- K13 why it is important to identify individuals to be monitored and the correct procedures to follow
- K14 the information you must provide to individuals being monitored and why this is important
- K15 why you must gain individuals' consent to proceed with voice verification and how to do so
- K16 procedures individuals must follow to provide voice prints and how to supervise these
- K17 the types of problems that can occur when individuals are providing voice prints and how to solve these

Additional Information

Glossary

Relevant people can refer to individuals, others relevant or significant to individuals, staff in your own agency including investigating teams or staff from other agencies.

Organisational procedures can include prison service instructions, NOMS policies, legislative policies and any other policies and procedures used across custodial care in the UK.

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