

University of
South Wales
Prifysgol
De Cymru



Level 4 Higher Education Certificate Community Policing Practice Course Handbook

Faculty of Life Sciences and Education
School of Health, Sport and Professional Practice
Academic Manager: Gareth Evans



WELCOME FROM THE CHIEF CONSTABLE OF WILTSHIRE POLICE

'A very warm welcome to the start of your policing career and many congratulations on joining the Wiltshire Police family!

We are delighted to be working together with the University of South Wales on an ambitious new training partnership to deliver the new Level 4 Higher Education Certificate in Community Practice. Your training over the next 12 months will give you the best possible introduction to the hugely demanding, but highly rewarding role of Police Community Support Officer.

The training programme will be very challenging; however, it will prepare you for a profession where you will balance the application of technical skills, guidance and legislation with high levels of emotional intelligence. This will ensure that you have the full range of skills and abilities to analyze and respond to rapidly evolving, complex events. In return, you will gain a Level 4 Higher Education Certificate in Community Policing Practice. The training will consolidate your skills and knowledge and give you the best possible start to deliver an outstanding policing service to protect the communities of Wiltshire and Swindon.'

Kier Pritchard

Chief Constable
Wiltshire Police



Chief Constable - Kier Pritchard



WELCOME FROM THE HEAD OF SCHOOL

'As the Head of School for Health, Sport and Professional Practice, it is my pleasure to welcome you to the University of South Wales. We are all committed to ensuring that you have the highest possible student experience during your time with us and I know that your lecturers will provide strong support as you progress through your course. I am delighted to say that you will be joining a School that is committed to providing you with innovative teaching and learning approaches and a lecturing team with vast teaching and research experience from the world of policing and security. During your time at USW, you will be supported by your course leader and your apprenticeship support officer and I urge you to maintain regular contact with these members of staff as they are there to support you. I sincerely hope that you enjoy your course and indeed your time as a university student and I wish you the very best of luck with your academic journey.'

Mr Rob Griffiths

School of Health, Sport and Professional Practice,
Faculty of Life Sciences and Education
University of South Wales



A WELCOME MESSAGE FROM THE PRO VICE CHANCELLOR RESEARCH AND STUDENT EXPERIENCE PROFESSOR MARTIN STEGGALL

Welcome to the University of South Wales' Academic year 2021/2022. I hope that you enjoy your studies, designed to be both intellectually challenging and rewarding. Changes to the delivery of teaching will mean that you will have time to read around the subject area and engage with both synchronous and asynchronous learning opportunities, but we all recognise that there will be bumps along the way. Being part of the USW family means that we are here to help you achieve your very best, but we can only do that in partnership with you. Find a pattern of working that enables you to focus on your work and also take regular breaks so that you can maintain your physical and mental health and well-being. The course and module teams want you to be successful, so I urge you to avail yourselves of all the support offered by the academics and professional support teams and wish you every success in your studies.

The wellbeing and health and safety of our students and staff is paramount to us. We are committed to delivering our courses, research opportunities and other services safely. We will be continuing to follow the Covid-19 guidance and regulations set out by Welsh Government and will deliver our courses and services in adherence with these.

Your student experience is important to us, and we have been working and continue to work to ensure your overall experience. We intend to deliver our courses in a blended format; with a proportion of the teaching and learning being delivered digitally, and where it is safe to do so, deliver in-person teaching and learning on campus in line with required safety advice and restrictions. The nature and balance of learning and teaching methods and activities are sufficiently flexible to adapt and enable you to succeed in your studies. Due to the pandemic, the methods and activities adopted for the coming year may differ from those previously published and may be subject to further change through the course of your study if such change is necessary due to public health concerns, health and safety guidance or in response to Government Guidelines.

Any material changes to your course are considered and approved through the University Quality Assurance processes, which include student and external engagement.

We welcome feedback from you during your time at the University – you can provide this through our feedback routes (Loop; Course representatives or Student Voice Representatives) and through the student complaints procedure <https://registry.southwales.ac.uk/student-regulations/student-complaints/>

Martyn Steggall

Professor
Pro Vice Chancellor Research and Student Experience

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1. INTRODUCTION AND WELCOME

'Welcome to the University of South Wales (USW) on the Level 4 Higher Education Certificate in Community Policing Practice. This handbook will provide you with the information you need about your course and its organisation. It tells you about how the scheme operates and acts as a useful 'Go To' guide for information about the major sources of help available here at the University. It also outlines key assessment regulations and essential information about appeals and disciplinary procedures.

Other information in this booklet includes details of some of the key staff connected with your course, and a calendar of important dates. The University is working in partnership with Wiltshire Police (WP) and delivery of the training is shared by the organisations. The Operational Learning Phase of the programme of study will be based at the Police Headquarters, London Road, Devizes. The remainder of the practice-based course will be carried out within the communities of the force area.

This certificate has been designed to meet the needs of those forging an exciting career as a Police Community Support Officer. Your employability is important to us, as is your overall student experience and the teaching team here are keen to ensure that you progress, develop and learn in an environment that is professional and challenging and makes full use of a wide range of assessment and learning methods. The academic and practical elements of the course complement each other, assignments and placements have been specifically developed to ensure this is achieved.

Enjoy your learning with us and make sure that you take every opportunity with which you are presented. Make sure that you look back on your time with us at USW with fond memories and no regrets. This is your chance to shape your future career and get the knowledge, skills and experience you require to achieve Full Occupational Competence. The efforts you put in now will pay dividends in the future. Policing is changing and it needs well qualified individuals who are equipped to deal with the challenges the future will no doubt bring.

We are here to support you in your learning so if you need to locate a particular member of staff then please do contact them, details shown in section 3 of this handbook. You will have access to your own personal copy of your student set timetable, but you are strongly advised to monitor notifications sent to you as updating will inevitably occur from time to time.

We all wish you every success in your studies!

Gareth Evans

Gareth Evans
Academic Manager
gareth.evans1@southwales.ac.uk

'Welcome to people development. You have joined the service and our department at a time of great change. New policing challenges abound, and you are now part of that exciting future. Working in Wiltshire Police, you will also become part of our history and proud tradition. I urge you to take every opportunity you have in this incredible career you have entered in to. Make the most of your training; graduation and the end of your probation may seem a lifetime away, but I guarantee it will fly by. There will be challenges ahead so you must look after yourself, your colleagues and take all the support offered by our learning professionals within People Development and USW along the way. You have worked hard to get to this starting point and many others strive to be where you are today. It is a privilege to serve our communities and to take office of Police Community Support Officer. Be proud of your achievements to date and good luck as you embark on your journey as a policing professional.'

David Eddy

David Eddy
Head of People Development, Wiltshire Police



Head of People Development –
David Eddy



2. THE COURSE CONTEXT

Policing Vision 2025 emphasises the critical reliance of the police service upon the quality of its people, and establishes the workforce principle that policing needs 'to be delivered by a professional workforce equipped with the skills and capabilities necessary for policing in the 21st century'.

Within the overall professional context of Policing Vision 2025 the College of Policing, as the professional body for the police service, has developed new entry routes into the policing profession for the role of Police Community Support Officer (PCSO), as part of the ongoing development of the Policing Education Qualifications Framework (PEQF). The PEQF is a standardised national framework setting professionally-related qualification levels for the police service, by rank or organisational level of responsibility.

There are now two PCSO initial entry routes;

- A Level 4 PCSO Apprenticeship entry programme (England and Wales), and
- A Level 4 PCSO Non-Apprenticeship entry programme (England and Wales)

Wiltshire Police and the University of South Wales are working in collaboration to deliver the programmes to all new WP Police Community Support Officer (PCSO) recruits and are fully committed to support students in meeting these needs both academically and operationally. From your first day you will be both a PCSO and a USW student, irrespective of your entry route. Therefore, eligibility onto these courses require you to be a serving PCSO with a partner force. The eligibility criteria to become a PCSO with Wiltshire Police can be found on the force recruitment site <https://www.wiltshire.police.uk/police-forces/wiltshire-police/areas/careers/careers/police-staff2/police-community-support-officers-pcsos/>

The Education and Skills Funding Agency has clear eligibility rules for being a funded apprentice, Wiltshire Police will take these into account when making a decision on what course is the appropriate one for you. If you require further information regarding how this may apply to you as an individual, you should contact the WP Human Resources Department.

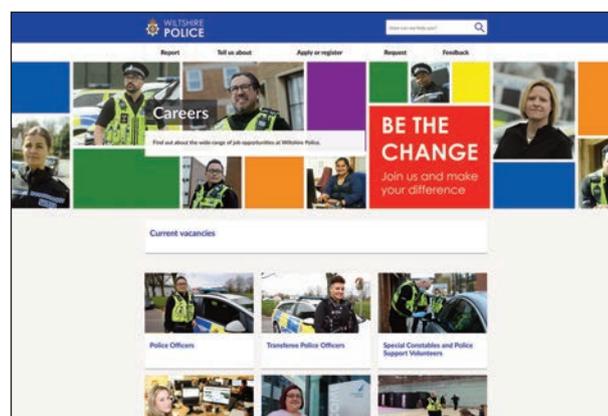
All new recruits are students but not all students are apprentices. For the purpose of this handbook, the term 'Student' will be used where it applies to all, and 'Apprentice' will be used when referring to only those on the apprenticeship entry route.

Both USW programmes require students to achieve the Level 4 Higher Education Certificate in Community Policing Practice. This is based on the PCSO national curriculum and assessed against national criteria to demonstrate occupational competence by achieving Independent Patrol Status and Full Occupational Competence. The PCSO course is a full-time qualification that requires you to work as a PCSO for 37 hours a week for a minimum of 12 months. In the event that you are authorised to work on a part time basis, as per Force Policy, your study programme will be adjusted proportionately. Subject to successful achievement of the qualification and satisfactory achievement of probationary performance requirements of their force, non-apprentice students are confirmed in post.

Apprenticeship (England)

Subject to successful attainment of the qualification, Level 2 Functional Skills (Mathematics and English) and satisfactory achievement of probationary performance requirements of their force, the End Point Assessment is triggered for apprentices (England).

WP and USW will work closely at every stage of the programme and will share any necessary information that affects your development. Examples of information may include student engagement, assessments results, attendance and conduct (not an exhaustive list).



Further information on PCSO initial entry routes into Policing can be found on the College of Policing website;

<https://www.college.police.uk/career-learning/learning/PEQF>

Your Operational Learning Phase will be delivered as a mix of a digitally enhanced curriculum (online), practicals and classroom-based lessons at Wiltshire Police premises. The main Wiltshire Police Learning and Development Block is at:

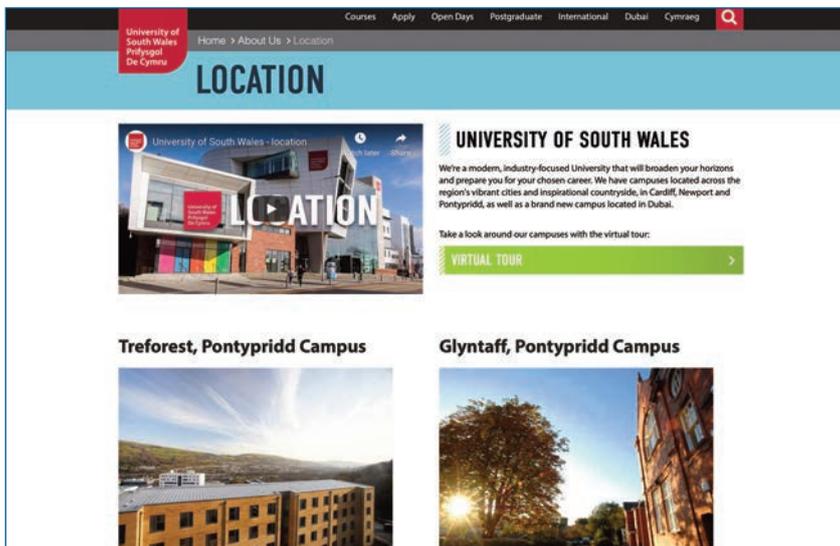


Wiltshire Police

Police Headquarters, London Road, Devizes. SN10 2DN

USW is situated in various locations across South Wales, including the town of Pontypridd and the cities of Cardiff and Newport. Your course is run by the Faculty of Life Sciences and Education and as a University student, you have the opportunity to use facilities at all campuses.

Details of the facilities available at each of the campuses can be found on the [Campus Facilities](#) page, or by following this link: <https://www.southwales.ac.uk/about/location/>



NB. Hyperlinks to key information are included throughout this document. To open the hyperlinks (usually shown in underlined coloured text) simply hold the Ctrl Key down and click the link with the left mouse button.

Disclaimer: The information contained within this handbook is accurate at the time of publication; however, it is subject to change.



3. INTRODUCTION TO THE COURSE TEAM

Details of the USW lecturers and force trainers delivering your Level 4 HE Certificate in Community Policing Practice are listed below. Police trainers who deliver on the Operational Learning Phase are based at Police Headquarters, Devizes.

This handbook also identifies a number of student/employee support services that may assist you, academically, operationally and on a personal level. Some offer generic support whilst others offer specific specialist advice. You are welcome to contact them directly, however, you may prefer to contact a member of the training team that may be better placed to advise you as the first point of contact.

Course Delivery Team

Name	Role	Module	E-Mail
Gareth Evans	USW Academic Manager	All Modules	gareth.evans1@southwales.ac.uk
Rebecca Prout	USW Programme Manager	All Modules	rebecca.prout@southwales.ac.uk
Dr Louise Skilling	Senior Lecturer (Wiltshire based)	All Modules	louise.skilling@southwales.ac.uk
David Maundrell	Lecturer (Wiltshire based)	All Modules	david.maundrell@southwales.ac.uk
Anne Pursey	General Training Team Leader	Operational Learning Modules	Anne.pursey@wiltshire.police.co.uk
Melanie Clemow	Operational Learning Phase Trainer	Operational Learning Modules	Melanie.clemow@wiltshire.police.co.uk
Carl Blenkinsopp	Operational Learning Phase Trainer	Operational Learning Modules	Carl.blenkinsopp@wiltshire.police.co.uk
Elizabeth Ngero	Assessment Unit Trainer	Operational Deployment Modules	Elizabeth.ngero@wiltshire.police.co.uk

Advice Centres/Zones

Advice Zones, both online and on campus, are the first point of contact for advice and information regarding university life. Advice Assistants offer confidential, impartial guidance and advice on a range of issues including extenuating circumstances. Advice Assistants are also able to answer and advise on your queries, questions or concerns regarding booking appointments with specialist teams such as Counselling, Disability Service, Money Advice and Progression Advice. Details of Advice Zones can be found at: <https://advice.southwales.ac.uk/>

Wiltshire Police

WP also offer a number of support services some of which are referred to in sections 6.2, 6.6 and 12.1 of this handbook. Full details are available from the force intranet site [Wiltshire Police - Home \(sharepoint.com\)](#)

You may be aware that you will need additional support and require reasonable adjustments in place for you. We encourage you to make us aware of this at the earliest opportunity so that we can put things in place at an early stage.



4. COURSE CONTENT AND DESCRIPTION

The course aims and learning outcomes are focused upon developing students acquiring the knowledge and practical skills needed to become an efficient and effective Police Community Support Officer. The educational aims and learning outcomes reflect the standards stated by the College of Policing and the Police Forces of England and Wales.

4.1 Course Aims and Outcomes

- Understand the PCSO role in the wider context of policing and the policing profession
- Exercise PCSO powers fairly and without bias, maintaining professional standards
- Apply core principles of ethics, equality, diversity and human rights in the professional performance of their role
- Engage in effective decision-making, employing professional discretion to a level appropriate to the PCSO role
- Maintain wellbeing and develop resilience in their professional role
- Employ and develop effective professional communication and engagement skills, as relevant to community policing
- Employ conflict management skills, as required
- Demonstrate effective team-working skills in a community policing context
- Act as a focal point for the community to communicate with the police service
- Perform a range of community engagement activities, based upon an understanding of the purpose and benefits of effective community engagement
- Foster effective partnerships in community policing
- Apply knowledge of criminology to their professional community policing practice, with particular emphasis upon community support and crime prevention
- Understand and employ evidence-based policing practice and problem-solving approaches in the context of community policing, alongside other colleagues, members of the community and multi-agency partners
- Understand and perform the role of PCSO in terms of information and intelligence gathering
- Provide support to individuals in the community who are, or may be, vulnerable and/or at risk
- Provide an effective response to an incident or crime as appropriate to the PCSO role, including public protection incidents, potential terrorism incidents and internet-facilitated crime
- Deal with minor crime, as appropriate to the PCSO role
- Understand the criminal justice system, as relevant to their role.

Apprenticeship Standard (England)

The Institute for Apprenticeship and Technical Education, in conjunction with the College of Policing, has produced the PCSO Apprenticeship Standard that outlines the occupational profile and the Knowledge, Skills and Behaviours required of an apprentice.

Knowledge - the PCSO will know and understand:

- The ethics and values of the police service, including: duty of care, service delivery, employment practice, efficiency, effectiveness and value for money, the Code of Ethics, professional standards, and equality, diversity and human rights.
- The composition and diversity of individuals, groups and neighbourhoods in their community and ways in which they may help to develop partnership working to address local community and policing issues, problems or concerns.
- Appropriate methods and media for communicating with individuals, local and multi-agency partners across the community e.g. social media, face to face, neighbourhood meetings, email etc.
- The principles of applying a preventative, evidence-based community policing approach to mitigate or solve community issues, problems or concerns.
- The legal and organisational requirements related to managing conflict and acting in a way which is likely to defuse potential conflict situations, including applying tactical (non-physical) options in line with their powers, training and issued equipment.
- The legal and organisational requirements (local policy) related to responding to incidents and performance of their PCSO duties relating to these responses, including enforcement activities such as e.g. issuing fixed penalty notices (FPNs) for anti-social behaviour, dog fouling and littering and any bylaws relating to their operational context e.g. railway related offences (British Transport Police).
- The factors that affect vulnerable people (e.g. those at risk from radicalisation or those experiencing mental ill health; the elderly; children and those who may be being coerced, victims and witnesses) and how this may impact on their need for support, including where they may be able to access that support e.g. local Prevent body.
- The legal and organisational requirements relating to handling community and police information and intelligence.

Skills - the PCSO will safely and lawfully be able to:

- Foster, promote and maintain channels of communication and develop close working relationships with key groups, multi-agency partners and individuals across the community.
- Communicate effectively, in accordance with the varied needs of differing situations, individuals, groups and communities, including those who may be victims, witnesses and vulnerable people, supporting diversity and inclusivity through their communications.
- Provide initial support to vulnerable people and assess their needs for further support, including providing advice on accessing that support.
- Gather, handle and submit information and intelligence from a variety of sources to support law enforcement and to maximise policing effectiveness.

- Work under the direction of their line managers and community-based Police Constables, contribute to developing, planning and implementing preventative and problem-solving policing approaches to local concerns and issues, including providing assistance to review, analyse and share the results of evidence-based initiatives.
- Work alongside partner organisations or as part of a multi-disciplinary team to improve, mitigate and solve community problems, issues or concerns.
- Provide an initial response to incidents (where necessary) in-line with legal and organisational requirements and the limits of their responsibilities, including appropriate planning (e.g. strategies for managing traffic flow), for responses based on analysis of all relevant information at hand.
- Provide support for victims and witnesses at policing incidents, including advice to identify and access sources of additional support (or accessing sources on behalf of individuals) and post-incident help, and where appropriate, delivering any necessary follow-up assistance.
- Apply appropriate conflict management tactics e.g. appropriate communication (not 'hands on' physical techniques) where absolutely necessary and in-line with the powers bestowed on them, issued equipment (where applicable), the training they have received and organisational policy and procedure.

Behaviours - what is required?

- Taking accountability - Being accountable and taking ownership for own role and responsibilities, whilst being effective and willing to take appropriate, justifiable risks.
- Professional integrity - Maintain the highest standards of professionalism and trustworthiness, making sure that values, moral codes and ethical standards are always upheld, including challenging others where their standards fall below those expected.
- Emotionally astute - Understand and effectively manage own emotions in stressful situations, understanding motivations and underlying reasons for own behaviour and that of others. Value diversity and difference in approaches to work, thinking and background, and treat people with sensitivity, compassion and warmth.
- Curious and innovative - Have an inquisitive and outward-looking nature, searching for new information to understand alternative sources of best practice and implement creative working methods. Committed to reflecting on how own role is undertaken, learning from success and mistakes, to continuously review and adapt approach.
- Collaborative - Work effectively with colleagues and external partners, sharing skills, knowledge and insights as appropriate to lead to the best possible results.
- Supportive & inspirational leading - Uphold the police service's values in day-to-day activities, providing inspiration and clarity to colleagues and stakeholders. Consider how the wider organisation and others are impacted, and help others to deliver their objectives effectively.

4.2 Course Structure

Module Titles (All modules are core and mandatory)

PCSO Module	PCSO National Curriculum Subject Areas
Principles and Standards in Policing (10 credits)	Understanding the Police Community Support Officer (PCSO) Role Valuing Difference and Inclusion Maintaining Professional Standards Criminal Justice
Personal Skills and Practices (10 credits)	Decision-making and Discretion Communication Skills Wellbeing and Resilience Team-working
Engaging with the Community (10 credits)	Response Policing Victims and Witnesses Vulnerability and Risk Public Protection
Modern Day Policing (10 credits)	Digital Policing Counter Terrorism
Safe and Lawful Patrol (20 credits)	Independent Patrol Status Assessment Criteria listed within the Operational Competence Portfolio
Community Based Problem Solving (30 credits)	Criminology and Crime Prevention Problem Solving Supporting Communities and Partnership Building Evidence-based Policing
Full Operational Competence (30 credits)	Full Operational Competence Assessment Criteria listed within the Operational Competence Portfolio

Student Journey

An essential element of the education for the Police Community Support Officer role is the practical professional progression achieved by the recruit during the various stages of their entry programmes. The PCSO curriculum has been carefully structured so that professional development proceeds at an appropriate pace, alongside the educational achievement of the recruit. Planned and gradual acquisition of operational experience also enables you independently to begin gathering the evidence from your operational work that will, at the end of your learning, underpin confirmation of their competence in role.

Phase 1: Operational Learning Phase: (Months 0 – 4)

This learning during this phase is Force led and will mainly be based at a police training facility. You should acquire role-based learning for all curriculum subject areas key to successful working with the community. This will include various learning opportunities including classroom based, groupwork, online materials, formative assessments and practical scenarios. USW will set academic assignments to measure knowledge and learning competence against the curriculum learning outcomes.

Apprenticeship (England) – Apprentices who have not already attained Level 2 Functional Skills qualifications in English will undergo a 4-day training programme and assessment at the start of the course.

Phase 2: Tutoring Phase: (Months 4 – 6)

During this phase you will be deployed in the community with a qualified operationally competent tutor on a 1:1 basis. They will support you to contextualise your learning in an operational environment and as the phase develops you will assume a more prominent role in dealing with incidents. Through exposure to a range of professional duties will be expected to achieve Independent Patrol Status, through the completion of the relevant assessment criteria set out in the Operational Competence Portfolio.

Apprenticeship (England) – Apprentices who have not already attained Level 2 Functional Skills qualifications in Mathematics will undergo a 4-day training programme and assessment at the end of the Operational Learning phase.

Phase 3: Operational Deployment Phase: (Months 6 – 12)

Upon achievement of Independent Patrol Status, you are expected to take more of a lead role in operational incidents, and in so doing, you will acquire the evidence required to demonstrate their full operational competence as a PCSO. Such evidence should be recorded within their Operational Competence Portfolio and will be verified by Force Assessors. You will also identify and carry out preliminary research into a community issue, which will be developed into an evidence based policing problem-solving project which will be assessed by USW as part of your qualification.

Apprenticeship (England) – Apprentices who have not already attained Level 2 Functional Skills qualifications in Mathematics and/or English will be provided with a learning plan to develop their functional skills. A resit opportunity will be afforded towards the end of the Year 1.

Resit Phase: (Months 13 - 15)

Students who have not passed any element of course, academic or practical will be required to evidence competence, either through completion of the Operational Competence Portfolio or successful resit of assignments.

Apprenticeship (England) – Apprentices will be allowed a 2nd resit of a Functional Skills assessment if needed.

All elements of the course, academic and practical must be achieved by the end of month 15 (including Functional Skills for Apprentices). Failure to do so is evidence that you are not Occupationally Competent and may result in the Force dispensing with your services and not being awarded any academic qualification.

Apprenticeship (England):

Employers will confirm with the End Point Assessment Organisation that the apprentice is ready to undertake the End Point Assessment. They must be satisfied that the apprentice has achieved the Certificate in Higher Education in Community Policing Practice, completed the Operational Competence Portfolio, demonstrated the Knowledge, Skills and Behaviours in the PCSO apprenticeship standard and achieved Level 2 Functional Skills (Mathematics and English).

There are two assessment methods which make up the end point assessments for the apprenticeship;

Professional Discussion following a review of activities evidence with the OCP
Presentation of Community-Based Problem-Solving assignment followed by a Question-and-Answer session

4.3 Your Learning

In addition to this Handbook, you will receive information packs from both your Force's Human Resources department and the University Student Services team. At the start of the course, you will receive a number of sessions from both organisations that will cover a number of questions you may have, from accessing an email account to how many annual leave days you are entitled. These sessions will also provide you with an opportunity to ask any further questions you may have. Induction for this programme has been developed by both WP and USW to ensure that you receive the important information you need as a Police Community Support Officer and as a university student. During this week, you will also receive inputs from specialist departments, such the professional standards department, occupational health and staffing unions. During induction, you will be given a detailed timetable of the Operational Learning Phase and route map of the entire programme.

Within this course, learning will be a mix of both lecturer-led and student-led inputs, depending on the topic. A wide variety of teaching methodologies are used in the presentation of lecture material in order to encourage and foster your learning capabilities, to enable you to achieve the aims of the course. Formal lectures are used to impart a pool of knowledge particularly in the early stages and also to define the basic areas of study. The learning processes are then continued, developed and consolidated through other methods, such as tutorials, project work, case studies, simulated scenarios and work-based learning to promote maximum participation by all students.

You are 'reading' for a Level 4 qualification and to that end, we expect you to add to the basic framework we provide through wider and more detailed study. We are encouraging you to be a self-sufficient, lifelong learner that takes personal responsibility for your own continuous professional development. This is a practice-based qualification and as such, a significant portion of your learning will occur in the workplace. You will need to adopt a self-reflective approach and seek ways to develop yourself into being the best police community support officer you can be.



4.4 Access to Materials Online – Blackboard

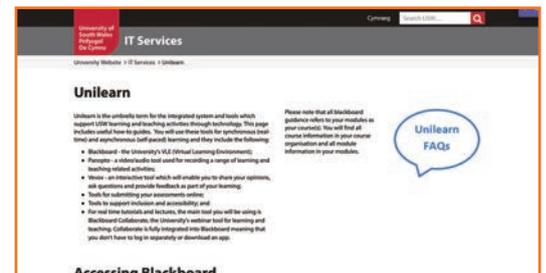
The University's virtual learning environment, Blackboard, provides access to information about your course and materials through your Course Organisation and for each of your modules to support your learning as set out in the Blackboard Minimum Requirements Policy at <https://celt.southwales.ac.uk/policy/>.

Further details and help with using Blackboard can be found at: <https://its.southwales.ac.uk/Blackboard/>

Details of all your assessments are provided through Blackboard and short notice changes will also be posted here, so it is important to log in regularly.

Further on-line learning materials are offered by the Police and the College of Policing via a personal login account.

<https://www.learn.college.police.uk/Account/Landing>



4.5 The Learning Process

You will be involved in four types of learning:

1. Contact with your lecturer (supported hours).
2. Study outside class times as directed by your lecturer (directed learning).
3. Study at your own initiative (independent learning).
4. On the job training (work based)

Together, these make up the 'total study hours'.

The proportion of supported hours, directed learning and independent learning will change during your studies. For example, in your operational learning phase you may have more supported hours in comparison to later in the course as by this stage you will be capable of advanced independent learning.

All students will receive a minimum of 20% protected learning time for off the job training across the programme. This includes supported learning, directed learning and independent learning, however, it should be noted that in order to maximise this learning opportunity and take advantage of the wealth of information available it is likely that you may need to carry out some study during your own personal time which is unpaid.

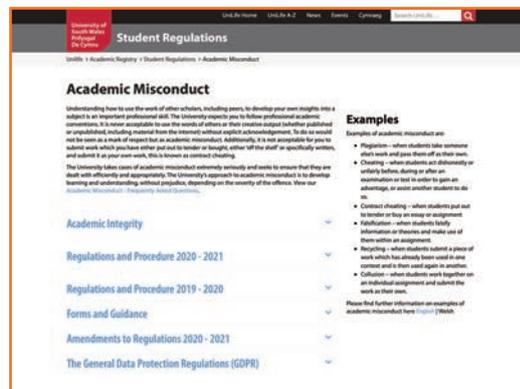
Apprenticeship (England) – As per national apprenticeship framework guidelines for the English Apprenticeship and ESFA requirements, apprentices will receive a minimum of 20% off the job learning.

4.6 Academic Misconduct

The [University of South Wales Academic Misconduct Regulations](#) define academic misconduct as:

‘any action or attempted action that may result in creating an unfair academic advantage or disadvantage for any other member(s) of the academic community’

Developing knowledge often requires us to consider the work of other scholars and practitioners. For example, if you were analysing a famous work of art or piece of music, it would make sense to find out what other scholars have written about the subject as well as developing your own opinions. Understanding how to use the work of other scholars and practitioners, including your peers, to develop your own insights into a subject is an important professional skill.



The main categories of academic misconduct are as follows:

- Intention to break the regulations
- Contract Cheating
- Collusion
- Plagiarism
- Falsification
- Cheating
- Recycling

Any breaches of academic misconduct will be reported to the employer which may result in employer led disciplinary action.

As all students on this programme are PCSOs, you are subject to the ‘Code of Ethics’ and ‘Standards of Professional Behaviour’ that reflect the expectations that the public have of the behaviour of those working in policing. They originate from the Police Staff Council Joint Circular 54 set out by the police service.

<https://www.local.gov.uk/sites/default/files/documents/workforce%20-%20Police%20-%20PSC%20handbook%20-%20Guidance%20Note%209%20-%20Standards%20of%20Professional%20Behaviour.pdf>

The WP Policy for dealing with misconduct, underperformance and poor attendance can be found on the WP intranet.

Further guidance on referencing and how to avoid plagiarism is available on the Student Development and Study Skills website:

<https://studyskills.southwales.ac.uk/>

4.7 Study Skills

A comprehensive list of helpful online resources and information related to study skills including writing, referencing and I.T. skills can be found at: : <https://studyskills.southwales.ac.uk/>





5. ASSESSMENT

5.1 Types of Assessment

The types of assessment adopted have been chosen to reflect the nature of the assessment expected of Police Community Support Officers. There is a mixture of practical scenarios, written assignments, oral presentations and assessment in the workplace (see 5.9). Assessment is both summative and formative. Formative assessments do not generate a recorded mark but will be used to facilitate learning and give you and your lecturer an idea of your progress.

A schedule of the qualification's summative assessments can be seen below. An indicative week or month has been inserted as a guide to help you plan, however, exact dates will be provided to you during your induction. Whilst the general structure will be followed, submission dates may sit outside the timeline indicated.

5.2 Level 4 HE Certificate in Community Policing Practice - Assessment Schedule

	Module 1 Principles and Standards in Policing (10 credits)	Module 2 Personal Skills and Practices (10 credits)	Module 3 Engaging with the Community (10 credits)	Module 4 Modern Day Policing (10 credits)
Operational Training Phase	Assessment Methods: Written Assessment (100%) 'Moral Dilemma' SET – Week 3 SUBMITTED – Week 8 RESULTS – Week 12	Assessment Methods: Written Assessment (100%) 'Self Reflection based on a Scenario Based Exercise' (60 minutes) OCCURS – Week 12 RESULTS – Week 16	Assessment Methods: Written Assessment (100%) 'Support Plan based on a Scenario Based Exercise' (60 minutes) OCCURS – Week 12 RESULTS – Week 16	Assessment Methods: Recorded Presentation (100%) 'Modern Day Threats and Opportunities' SET – Week 13 SUBMITTED – Week 20 RESULTS – Week 24
	Module 5 Safe and Lawful Patrol (20 credits) Assessment Methods: Workbased Assessment Operational Competence Portfolio (100%) 'Independent Patrol Status Assessment Criteria' COMMENCED – Month 4 COMPLETED – Month 6	Module 6 Community Based Problem Solving Project (30 credits) Assessment Methods: Project (100%) 'Community Based Problem Solving' SET – Month 4 SUBMITTED – Month 11 RESULTS – Month 12	Module 7 Full Operational Competence (30 credits) Assessment Methods: Workbased Assessment Operational Competence Portfolio (100%) 'Full Operational Competence Assessment Criteria' COMMENCED – Month 7 COMPLETED – Month 12	
Operational Deployment Phase				

All results are considered provisional pending their confirmation at the sitting of progression and award boards in Month 12.

Students who have not passed any element of the course will be afforded one resit opportunity for each failed assessment during months 13 -15. After a holistic review on student performance, the employing force may decide to support a second resit opportunity. Upon successful completion of all elements of the course, the qualification will be awarded.

Apprenticeship (England):

Apprentices who have successfully completed all elements of the course and achieved Level 2 Functional Skills (Mathematics and English) will be awarded the qualification, and the End Point Assessment (EPA) will be triggered. If required, apprentices are allowed 2 resits to achieve the Functional Skills requirements.

The EPA consists of a Presentation and a Professional Discussion with an Independent Assessor, and takes place during the 3 months immediately following the completion of the Certificate in Community Policing Practice.

5.3 How to Submit Work

Arrangements for the submission of your coursework will be confirmed by your lecturer(s). The University has a policy of online submission via the Turnitin® (which is accessed via Blackboard) and therefore the majority of your work will be submitted via this facility. However, you will be advised of alternative arrangements where online submission is impractical. For further information and guidance relating to online submission please refer to the Turnitin Guide² on UniLife.

Please note that unless you are advised of a specific hand-in time, the following deadline times will apply:

- **Online submissions – 11:59pm (23:59)**
- Submission of work should be electronic and submitted via Turnitin unless other instructions are expressed by your lecturer.
- You should retain a copy of the assignments that you submit via Turnitin.
- You should retain your copy of the electronic receipt generated when you submit work via Turnitin.
- If you experience IT difficulties when submitting work, you should email an electronic copy BEFORE the deadline to the lecturer informing them of your difficulties. An electronic copy must still be submitted at a later date and must be identical to the one emailed to the lecturer with the document properties showing no further modifications.

By submitting a piece of work, you are declaring that you are 'fit to sit' the assignment. This is still the case even if you have submitted and been accepted as having extenuating circumstances.

If you meet the submission deadline, you will be awarded the full mark that your work is worth. If for some reason you fail to meet the deadline, then you have FIVE working days in which to submit your work but the maximum mark you can be awarded for this piece of work is 40% as this work will then be 'capped' at 40%. If you hand in your work later than FIVE working days past the deadline, or if you do not hand in the work at all, you will receive a mark of 0.

Please note that all assignments should be submitted online unless your faculty has formally approved an exception for other forms of submission. For further information see the Assignment Submission Required Process: <https://celt.southwales.ac.uk/>

The screenshot shows the CELT website header with the University of South Wales logo and a search bar. The main banner features two women smiling, with the text 'Centre for the Enhancement of Learning and Teaching' overlaid. Below the banner is a 'Welcome to CELT' section with a description of the center's work and a row of four small images labeled 'Developing' and 'Sharing and'.

² <http://studentit.southwales.ac.uk/assessment/tii-guide/>

5.4 How we Mark

There are several safeguards in place to give you confidence that your work is being marked fairly, and that your marks are equitable with other courses at the University and across the UK. After your lecturer has marked your work, a double marking and moderation process takes place, whereby coursework is checked by a second marker. This ensures that the marks which have been awarded are fair. Finally, an External Examiner from another institution also checks the work and verifies that the grades awarded are on a par with those at other Universities.

Further details are viewable on these websites:

<https://registry.southwales.ac.uk/student-regulations/regulations-taught-courses/>

5.5 Feedback

The purpose of feedback is to help you understand how you can improve your work in future. Feedback does not just happen at the end of the module, or when you have submitted a piece of assessment material. It happens continuously throughout your course – and in a variety of ways.

Feedback can be very informal, such as a verbal comment from your lecturer or trainer on how well you have done in a class-based activity. This is called formative feedback. It does not contribute to your module mark, but this feedback helps you to understand what you need to do to succeed in your assessed work. You will get more formal written or verbal feedback on your assessed work – called summative feedback - within 20 working days of submission (this is often referred to as ‘the 20 Day Rule’).

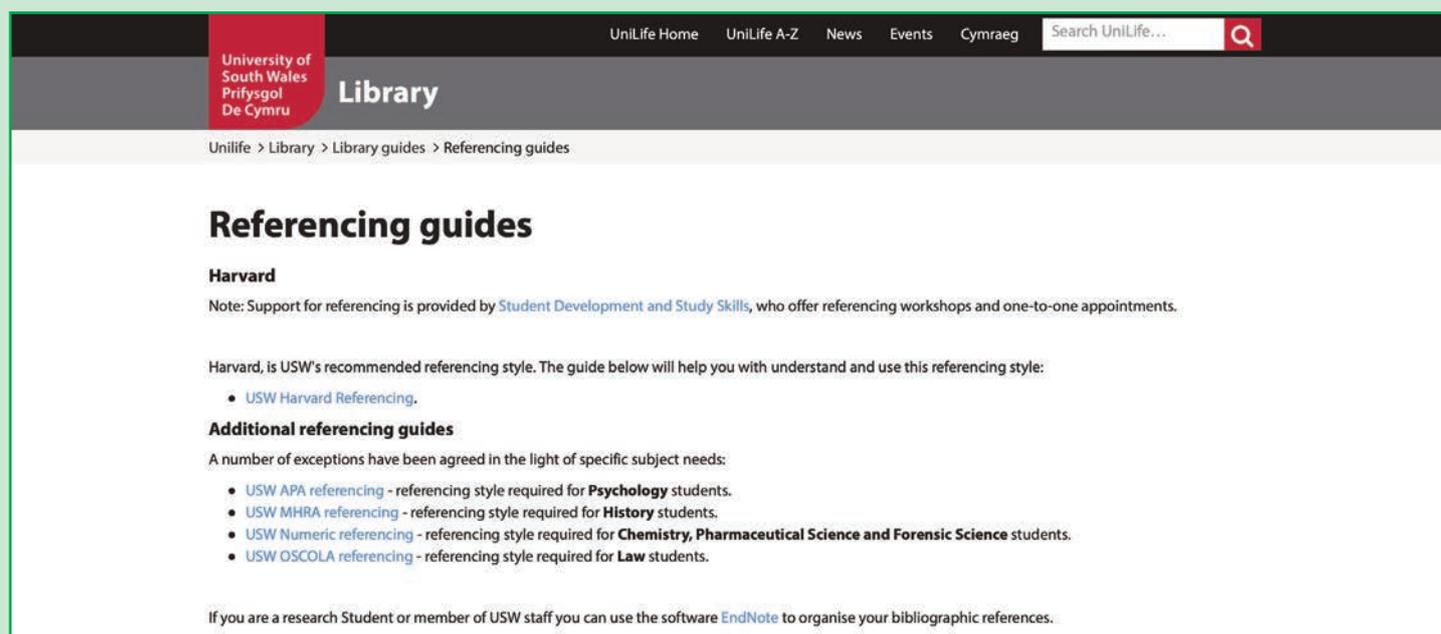
20 DAYS MAY SEEM LIKE A LONG TIME TO WAIT, BUT PLEASE REMEMBER THAT STAFF HAVE LOTS OF OTHER DUTIES AS WELL AS MARKING, SUCH AS TEACHING OTHER MODULES, RESEARCH AND ADMINISTRATION.

When you receive feedback, whether it is formal or informal, written or verbal, you should always consider it very carefully as it will help you to achieve even better results next time.

You will also receive feedback in the workplace, initially from your force trainer or tutor, who will give you formative feedback regarding how you are progressing. You will also have reviews, where your operational competency will be summatively assessed and, where appropriate, assessment criteria will be signed off in the Operational Competence Portfolio or given a developmental plan. Throughout your programme, you will receive feedback from a number of occupationally experienced staff, for example, supervisors and assessors.

5.6 Referencing

Students are required to follow the **USW Harvard Referencing guidelines**. These guidelines are for all text citations as well as reference lists to be placed at the end of pieces of work. Do not panic, you will be taught how to do this during some teaching sessions. However, please become familiar with how to reference, further guidance can be found in the Induction Tab of your Course Organisation pages or by using this hyperlink <https://library.southwales.ac.uk/collections-subject-guides/referencing/>



The screenshot shows the University of South Wales Library website. The header includes the university name in Welsh and English, the word 'Library', and navigation links for UniLife Home, UniLife A-Z, News, Events, and Cymraeg. A search bar is also present. The main content area is titled 'Referencing guides' and includes a sub-section for 'Harvard'. A note states that support for referencing is provided by Student Development and Study Skills. The page lists Harvard as the recommended style and provides additional guides for Psychology (APA), History (MHRA), Chemistry, Pharmaceutical Science, and Forensic Science (Numeric), and Law (OSCOLA). It also mentions that research students and staff can use EndNote software.

University of South Wales
Prifysgol De Cymru

Library

UniLife Home UniLife A-Z News Events Cymraeg Search UniLife...

UniLife > Library > Library guides > Referencing guides

Referencing guides

Harvard

Note: Support for referencing is provided by [Student Development](#) and [Study Skills](#), who offer referencing workshops and one-to-one appointments.

Harvard, is USW's recommended referencing style. The guide below will help you with understand and use this referencing style:

- [USW Harvard Referencing](#).

Additional referencing guides

A number of exceptions have been agreed in the light of specific subject needs:

- [USW APA referencing](#) - referencing style required for **Psychology** students.
- [USW MHRA referencing](#) - referencing style required for **History** students.
- [USW Numeric referencing](#) - referencing style required for **Chemistry, Pharmaceutical Science and Forensic Science** students.
- [USW OSCOLA referencing](#) - referencing style required for **Law** students.

If you are a research Student or member of USW staff you can use the software [EndNote](#) to organise your bibliographic references.





5.7 Extenuating Circumstances

We recognise that there are certain times when you may not perform as well in an examination or assessment as you might have expected to do. In order to ensure that all students are treated fairly, and to make sure that students with genuine reasons for poor performance are not disadvantaged, the University has implemented an extenuating circumstances procedure. As the Force is funding your student fees and providing you with time to study students will need to contact their USW course leader if they are applying for extenuating circumstances.

THE ADVICE ZONE WILL ONLY CONSIDER EXTENUATING CIRCUMSTANCES FOR STUDENT WHO HAVE WRITTEN SUPPORT OF BOTH THE FORCE AND THE USW COURSE LEADER

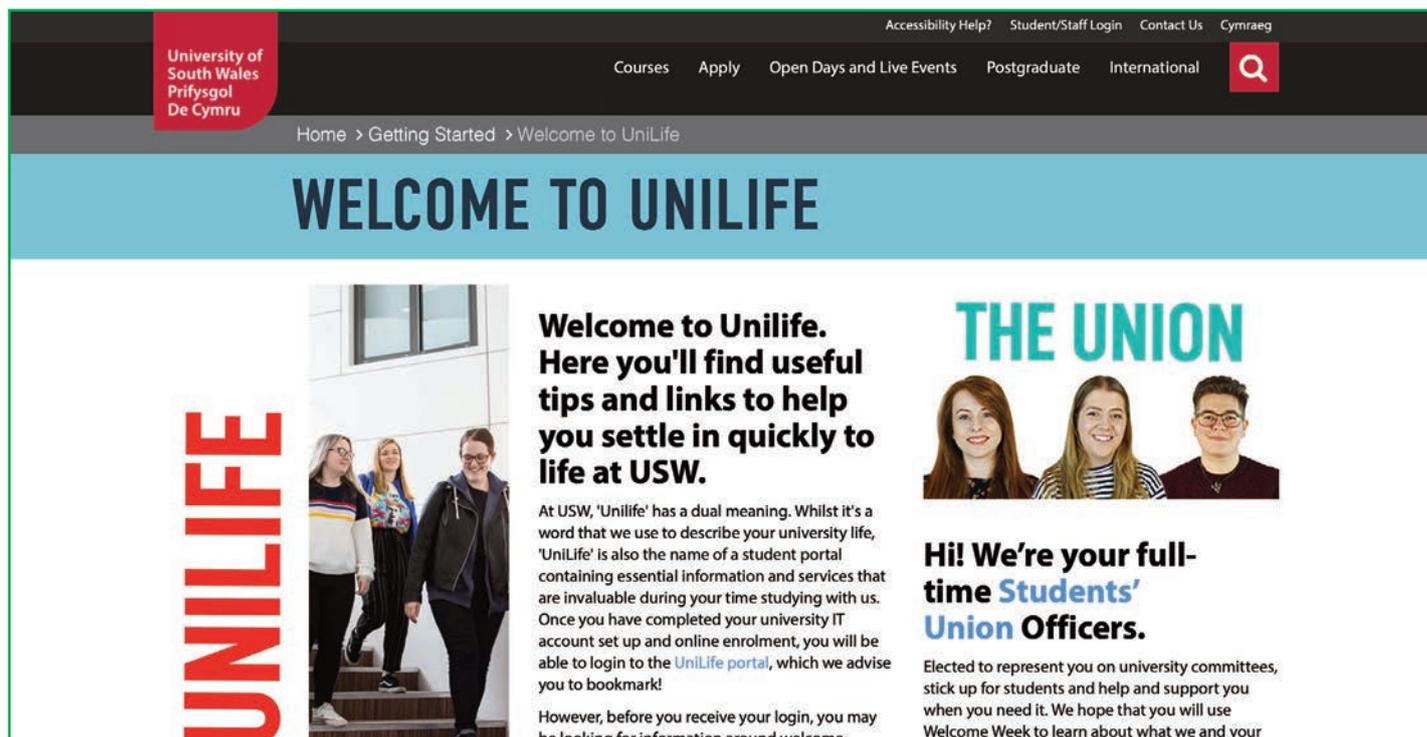
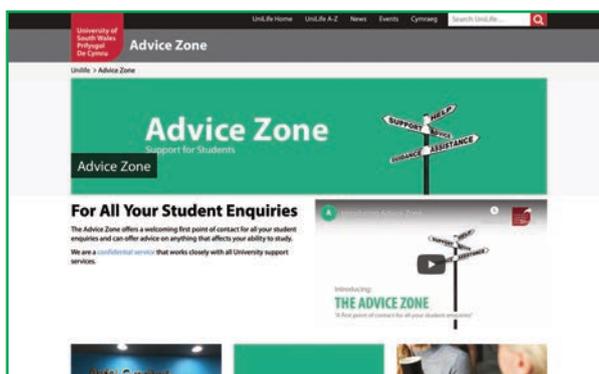
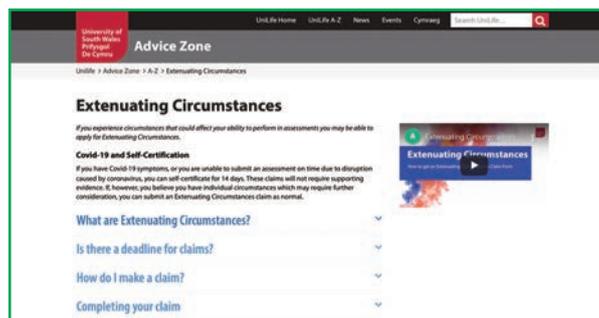
This is a variation from the standard policy and further information is available from the Extenuating Circumstances page on Unilife

<https://advice.southwales.ac.uk/a2z/extenuating-circumstances/>

And the FQA section on Advice Zone Online:

<https://advice.southwales.ac.uk/>

If you are experiencing difficulties or Extenuating Circumstances, whether these are personal or academic, and these are affecting your ability to study, please make the USW Course Leader your first port of call.



5.8 Reassessment Arrangements

The examination boards will determine whether you have passed your 'modules' and then whether you can progress to the next level of your course or receive your award. You should assume that in order to pass the module at re-sit you will need to get 40% in every part you resubmit or re-sit. It should be noted that the Force has stipulated that students are entitled to one opportunity to re-sit each assessment.

WP are clear in that students who do not pass all the modules will not have achieved the minimum standard expected and may implement procedures to dispense with your services. As this is a practice-based qualification, only serving police community support officers can be on the course and therefore, should your services be dispensed with, you will not be able to continue on this course. WP do, however, reserve the right to consider each individual case and decide whether to allow a student to re-sit an assessment for a second time.

A re-sit is defined as an opportunity to pass a module without further teaching input. Only failed elements of assessment may be retaken, marks for passed elements of assessment are carried forward. If you do not re-sit a failed element, a mark of 0% will be given for that element.

You must take the re-sit at the earliest available opportunity. However, where a subject assessment board determines that this is not possible, for example, because the assessment requires studio facilities or involves group work, they are held in the following academic session.

Re-sits are only allowable in cases of failure. Examiners cannot require you to re-sit any passed modules and you cannot choose to re-sit a passed module in order to improve a grade.

THE OVERALL MODULE MARK FOR ANY RE-SIT MODULE WILL BE CAPPED AT 40%

Please note that if you have to re-submit an assessment, it is your responsibility to find out the date of resubmission (on UniLife) and seek supervision prior to the resubmission. Information on results and re-submission is not sent to you via a letter through the post; it is only available via your student online account.

In the event that you fail a module, you will not be eligible to progress further on the course. Your development will be reviewed, and WP may withdraw its support for you to study on the course.

5.9 Practical Assessments in the Workplace

In addition to the academic requirements, there is also an operational assessment portfolio that you will need to complete. You will be assessed against criteria from the certificate and will be required to show increasing levels of competence throughout the course. During the first six months you will be required to achieve Independent Patrol Status, showing a safe and lawful level of competence in a variety of tasks spanning various aspects of community policing. Completion of Independent Patrol Status is mandatory in order for you to be deployed independently.

To support and develop you through this process, you will be assigned a qualified tutor and assessor upon completion of Operational Learning Phase. You will spend approximately 10-12 weeks with your tutor, and it is anticipated that you will achieve IPS during this time. This will allow you to operate safely, lawfully, and independently. During this time, your performance will be closely monitored and there is a provision for your tutorship period to be extended under a supportive development plan.

During months 6 to 12, you will move on to completion of the Operational Competence Portfolio where you will be required to evidence full competence in the areas you were assessed against for the achievement of Independent Patrol Status as well as some further, more complex situations. You will be posted on a community policing team where you will be given further opportunity to develop your operational competence. A trained qualified assessor will monitor, review and assess your progress and provide support in you evidencing your Operational Competence Portfolio.

You will be required to achieve set levels both operationally and academically, as well as maintaining the high standards and behaviours that are expected of a PCSO. You will be fully supported throughout this process, however, failure to achieve the operational or academic parts of the programme will result in WP dispensing with your services and withdrawing the opportunity to study on this course.





6. PROGRESS

6.1 Personal Coaching and Progress Monitoring

During initial training you will receive daily contact from your police trainers who will provide support, guidance and feedback as to your learning and progress. Your USW lecturer will also have regular contact with you throughout the course. You will be provided 1:1 support from a qualified occupationally competent officer, during the tutoring period and will be monitored and supported by a qualified assessor and neighbourhood colleagues during the independent patrol phase. Throughout the programme your progress will be regularly reviewed and provide you with an opportunity to discuss any issues or provide feedback.

Apprenticeship (England):

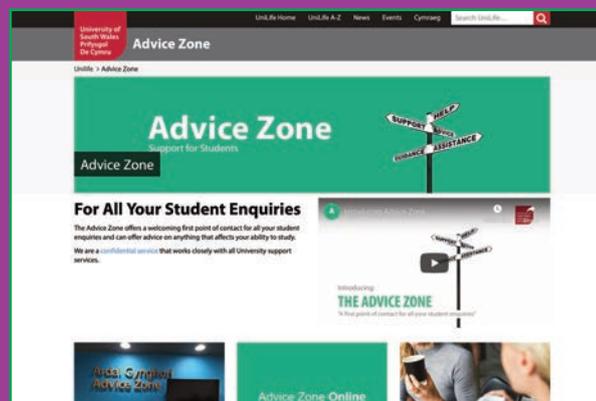
As apprentices, your progress will be regularly reviewed by both WP and USW as your apprenticeship provider. Regular tripartite reviews will be planned into your apprenticeship programme. The tripartite progression review will record progress against your training plan providing an opportunity to discuss and agree any changes in your programme and monitoring the development of the required knowledge, skills and behaviours specified in the PCSO apprenticeship standard. The progress review will involve you, the apprentice, an Apprentice Support Officer (ASO) from USW and a representative from WP, likely to be a trainer, tutor or supervisor.

The ASO allocated for WP is **Cath Coombs** catherine.coombs@southwales.ac.uk.

6.2 Advice Zone Online

Advice Zone Online (AZO) is the University's online student support system. It is one central place where you can access support. It offers Frequently Asked Questions (FAQ) and the opportunity for you to ask new questions which will connect you with the correct team in the University to get help. Appointments with a range of support services can be booked through the AZO.

The AZO will only contact you via your University email address, so it is important that you regularly check this account. AZO can be accessed directly via <https://advicezone.southwales.ac.uk>



WP recognise the importance of ensuring support is readily available for their workforce throughout their career. As a PCSO you will have access to the following support service via the Wiltshire Police intranet site:

Occupational Health Support Unit (OHSU) - Occupational Health Unit (sharepoint.com)

<https://wiltspolice.sharepoint.com/sites/Wellbeing-CS/SitePages/Occupational-Health-Unit.aspx>

Health and Wellbeing - Wellbeing - Home (sharepoint.com)

<https://wiltspolice.sharepoint.com/sites/Wellbeing-CS/SitePages/Home.aspx>

Unison UNISON (sharepoint.com)

<https://wiltspolice.sharepoint.com/sites/Unison-CS>

Equality, Diversity and Inclusion - Equality, Diversity & Inclusion (sharepoint.com)

<https://wiltspolice.sharepoint.com/sites/HR-CS/SitePages/Welcome-to-Equality,-Diversity-and-Inclusion.aspx>

Seven Point Support Plan Seven point assault plan (sharepoint.com)

<https://wiltspolice.sharepoint.com/sites/HR-CS/SitePages/Seven-point-assault-plan.aspx>

Support networks - Staff Support Networks (sharepoint.com)

<https://wiltspolice.sharepoint.com/sites/HR-CS/SitePages/Staff-Support-networks.aspx>

6.3 Attendance

WP is funding your training and you are receiving a salary to complete this course. USW will be supplying the employer with regular reports of your activity in the Virtual Learning Environment, contribution to online activities, submission of works and general engagement and development. Failure to sufficiently engage in learning activities may result in employer led disciplinary procedures.

Students who attend lectures regularly often achieve the highest grades. We know that there is proven link between your engagement through attending classes, good use of Blackboard, frequent library usage and your success.



6.4 How your Certification Classification is Calculated

Information regarding how your Certificate is classified can be found within the University Regulations for Taught Courses: <https://registry.southwales.ac.uk/student-regulations/regulations-taught-courses/>



6.5 External Examiner

The External Examiner is an independent academic from another institution who reviews a sample of work from your course to assure the University that marking is fair, that we have applied our regulations properly, and that standards are comparable to other Universities. All Universities have an external examining system, and their role gives further assurance, beyond the marking and moderation that your lecturers already do in-house, that marking is sound.

The External Examiner for this qualification is **Sarah Nagle**.

Can I contact my External Examiner?

No. External Examiners are required to remain impartial at all times and they do not participate in determining marks for individual students. Students should not attempt to contact any External Examiner, and External Examiners are not permitted to respond to contacts made by students or anyone on behalf of a student. They will refer the contact back to the University.

If you wish to see a report written about your course or a part of your course you should email the Academic Standards and Quality Service at extexam@southwales.ac.uk

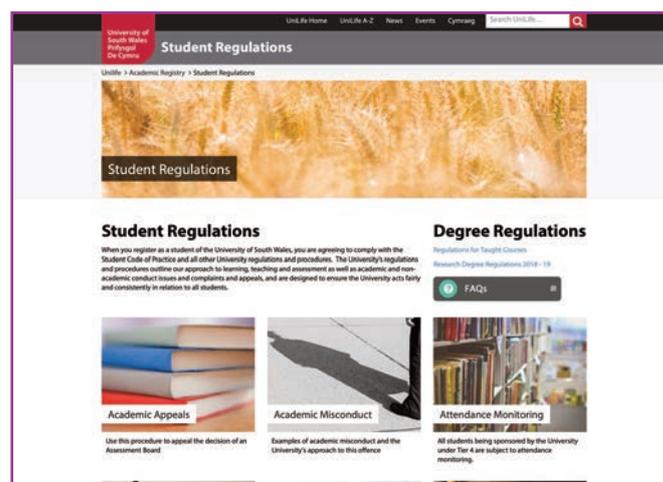
6.6 Student Casework (Student Regulations)

Student casework is the term that the University uses to group the following sets of regulations:

- Academic Appeals
- Academic Misconduct (including plagiarism)
- Extenuating Circumstances
- Fitness to Practise
- Fitness to Study
- Student Conduct
- Student Complaints

Further information can be found at:

<https://registry.southwales.ac.uk/student-regulations/>



As all students on both courses are serving Police Community Support Officers you are subject to the 'Code of Ethics' and conditions laid out in the Police Staff Council Handbook. **Any breaches of academic misconduct will be reported to the employer which may result in employer led disciplinary action.**

The WP policy for dealing with misconduct, underperformance and poor attendance can be found on the WP intranet. [Home \(sharepoint.com\)](#)

And the Equal Opportunities Policies and Procedures [Home \(sharepoint.com\)](#)

And the Acceptable Use Force Policies and Procedures [Home \(sharepoint.com\)](#)



7. YOUR FEEDBACK

As USW students and WP Police Community Support Officers, we expect you to be committed to the enhancing reputation of both organisations for your own benefit as well as that of future students. We are committed to deliver a quality product that enhances the student experience and for this reason, we value your feedback on your university and provide many ways in which you can tell us about it:

- You can give anonymous feedback via Loop at any time. (<https://loop.southwales.ac.uk>).



- Speak to lecturers, police trainers and other teaching staff.
- You can raise issues with Course Representatives and Student Voice Representatives, who are there to help improve them improve the course they represent.
- You can apply to become a Course Representative or Student Voice Representative yourself and participate in the Student Staff Employer Liaison Group (SSELG).
- You will have the opportunity to complete online surveys at set points during the course.
- WP will also ask you for feedback at various points during the programme.

This helps us to improve the overall experience for the benefit of future students. Each course has Course Representatives, who meet regularly with the teaching team and Faculty managers to feed back on the progress of the course. If you are unhappy, or particularly pleased, with aspects of your course, you can feed this back to the teaching team via the Course Representative. If you would like to become a Course Representative, please mention this to your USW lecturer.

All feedback is considered and taken seriously by the University. We regularly make improvements as a result of your feedback. Any changes are published in the "You Said, We Did" tab which you can find in your Course Organisational Pages.

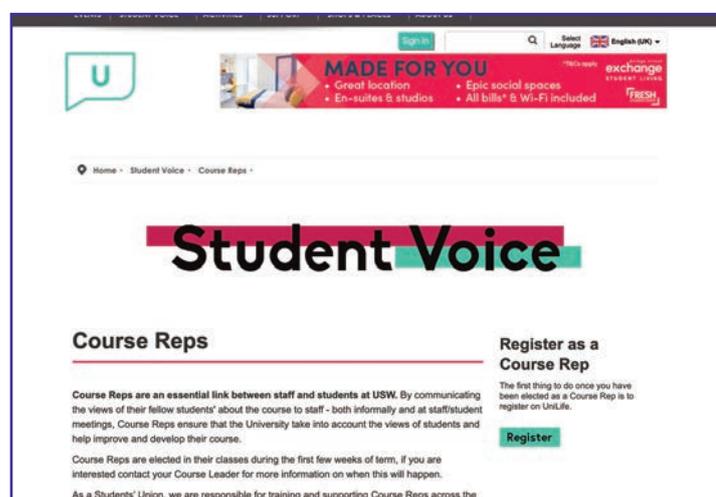
WP and USW have regular meetings to evaluate the programme and student feedback is key to understanding its effectiveness.

7.1 Student Representatives and Student Mentors

The role of Course Representatives is to attend meetings and give feedback to Course Management Teams, propose solutions to problems and actively engage in the organisation and running of a course. Cohort Representatives are identified during the first weeks of initial training. Further information about the role and current course representatives can be found at:

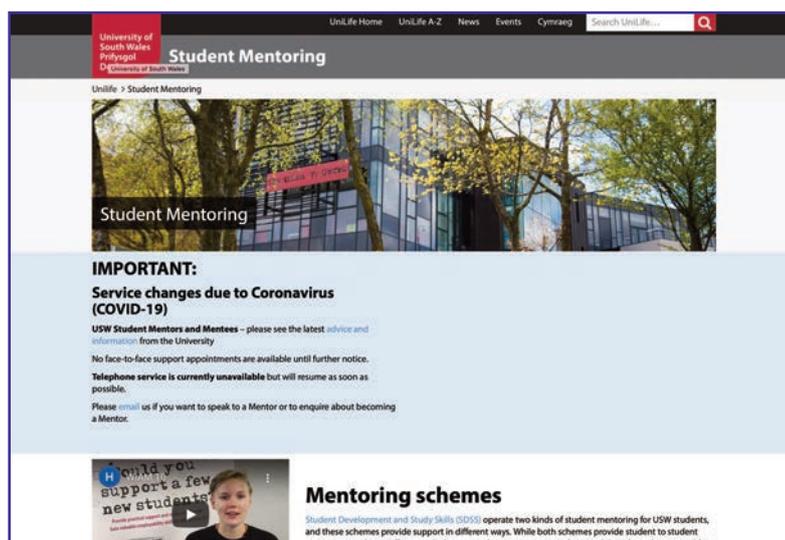
<https://www.uswsu.com/studentvoice/coursereprs>

Student Voice Representatives are selected from the cohort representatives and are a useful link between students, course representatives, employer, faculty staff and the Students' Union. For further information about the role and current representatives, ask your lecturer or go to: <https://www.uswsu.com/studentvoice/svr>. The SVR represents students at the SSELG meetings.



The University's Student Mentoring scheme enables students joining the University to receive support on practical issues from more experienced USW students. Further information can be found at:

<http://studentmentoring.southwales.ac.uk/>





8. MATERIALS AND EQUIPMENT FOR THE COURSE

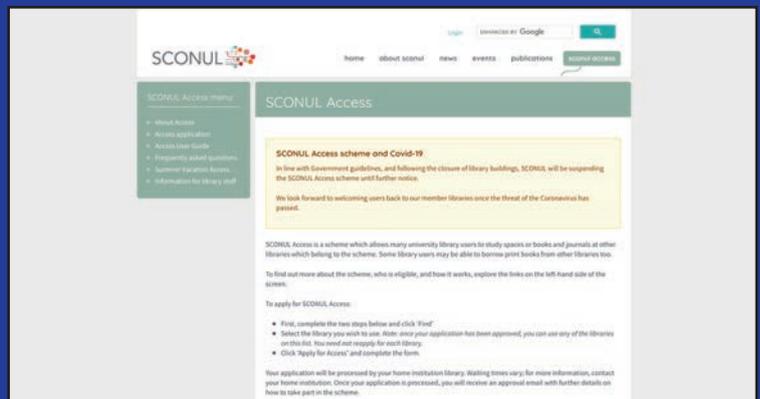
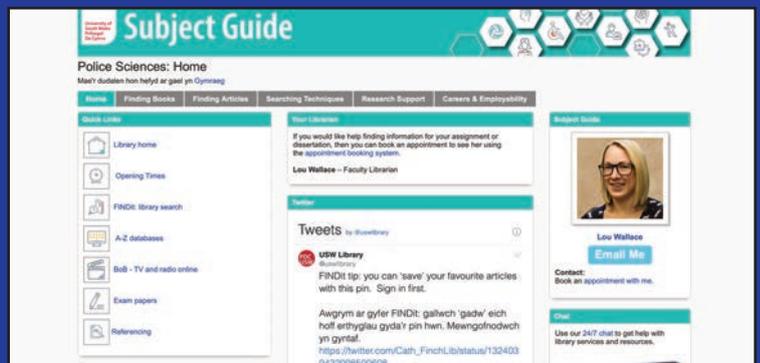
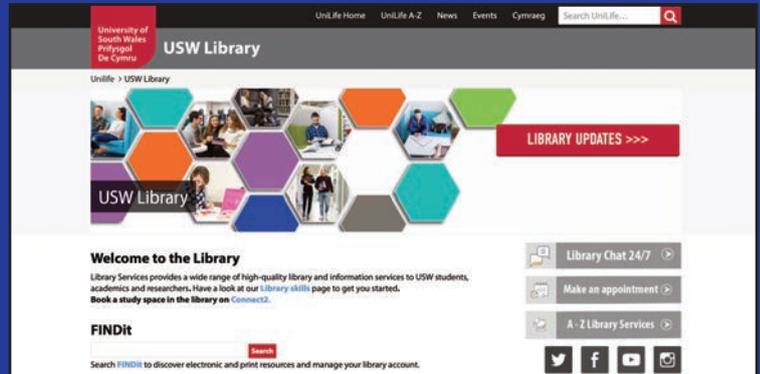
8.1 Library Services

You can contact any of the University libraries for help in finding any information. There is much more to the libraries than books on shelves. You have access to a library collection that includes a wide range of ebooks, DVDs and CDs, newspapers, journals, theses, specialist collections, statistics and maps. Your online experience is well supported through extensive access to ejournals, ebooks and other electronic resources. The friendly and knowledgeable staff are on hand to provide guidance. Further information can be found <https://library.southwales.ac.uk/>

The library has created useful guides that help you research your subject and make the most of library resources. The subject guides can be found here; <https://libguides.southwales.ac.uk/policescience>

SCONUL access is a scheme that allows many university library users to borrow or use books and journals at other university libraries that belong to the scheme. <https://www.sconul.ac.uk/sconul-access>

As serving PCSOs, you are entitled to access the College of Policing online library and Knowledge Hub. Knowledge Hub is a secure online collaboration tool for the policing community to network, ask questions, share insights, discuss ideas and suggest new ways of working. <https://www.college.police.uk/>



8.2 Print Services

The University Print and Design team offer a range of print, design, copy and binding services for students. Further information can be found at: <https://printanddesign.southwales.ac.uk/>

Whilst working on police premises you will have access to networked printers, scanners and photocopiers.



9. TIMETABLE

Course Timetable

Your USW lecturer and police trainers will supply you with more details of module and course content during your induction. You will be provided with a timetable of the Operational Learning Phase. This will take place during the first four months of the course and be situated at Police Headquarters, Devizes or other WP training facility. The timetable will give you a daily breakdown on taught sessions, inputs from subject matter experts and self-study periods. The timetable will indicate when you will be assessed formatively and summatively, both academically and practically. Please note that your timetable is subject to change and it is your responsibility to keep abreast of those changes.

There are periods in the Operational Learning Phase when you must take as part of your annual leave allocation. If you need to take time off for an emergency, you must speak with your WP class trainer. Full details of annual leave arrangements will be provided to you during your induction.

Post Operational Learning Phase mainly takes place in the workplace and the blended learning approach allows for far more flexibility for student learning opportunities. That said, certain limitations will apply, such as submission dates for assessments. The Assessment Schedule poster, in section 5.2 of the handbook, outline the assessments you are expected to complete and a generic timeline for their completion. During induction, you will be provided with the Assessment Schedule poster for your course which will include specific dates when assessments are set and need to be submitted. To support you in your studies post operational learning, specific protected learning dates will be identified that will allow you to carry out off the job learning. These dates will be endorsed onto the Force duty management system to ensure that you are receiving the appropriate levels of support.







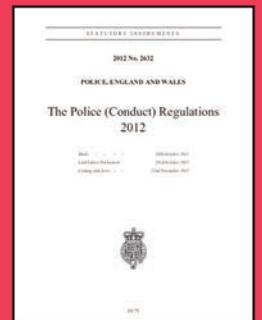
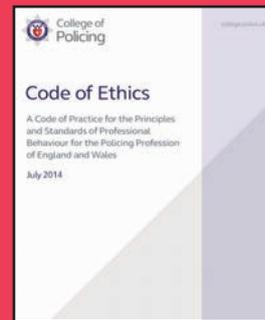
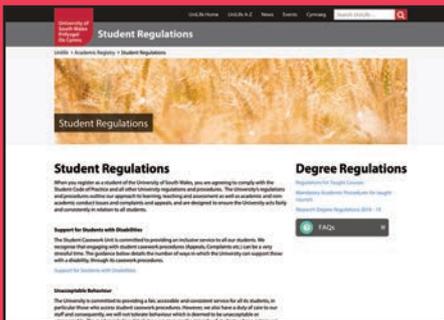
10. OUR EXPECTATIONS OF YOU

10.1 Rules and Regulations

The Student Charter has been developed jointly by the University of South Wales and its Students' Union to enable its students to understand what will be expected of them during their studies, and what they can expect of the University. Further information can be found at <https://registry.southwales.ac.uk/student-regulations/> Any incidents of professional misconduct will be drawn to the attention of the Force, which may lead to employer led disciplinary proceeding, your dismissal as a PCSO and ejection from the course.

As a Police Community Support Officer, recruits should consider their wider obligations, and focus on their own professional behaviour taking into account the nine Policing Principles in the College of Policing Code of Ethics http://www.college.police.uk/What-we-do/Ethics/Ethics-home/Documents/Code_of_Ethics.pdf

Consideration should be given on how these will not only be applicable in their policing duties, but also how they relate to the academic elements of the programme and their professional behaviour in the learning environment. These principles link directly to the Standards of Professional Behaviour and reflect the expectations that the public have of the behaviour of those working in policing. They originate from the Police Staff Council Joint Circular 54.



10.2 I.T. Regulations and Social Media

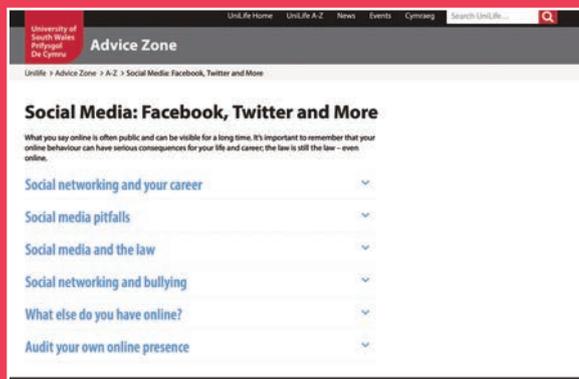
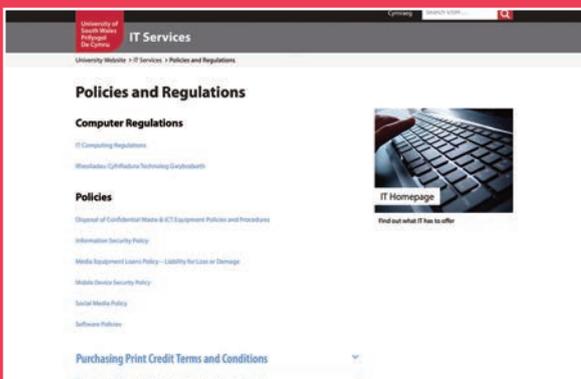
Information around the I.T. and social media regulations of the University can be found at the following links:

<https://its.southwales.ac.uk/policies-and-regulations/>

<https://advice.southwales.ac.uk/a2z/social-media-facebook-twitter-and-more/>

And for Wiltshire Police at:

[Acceptable Use Force Systems Policy.doc \(sharepoint.com\)](#)



You can follow us on Instagram  [USW_PCDA_DHEP_999](#) or Twitter  [USW_PCDA_DHEP](#)

10.3 Keeping in Touch, Email and Online Resources

USW provides a web portal, UniLife, through which you can access e-mail (University email account), programme materials, library resources, study skills, news and events. You can also browse and reserve library books and equipment online as well as access your personal file storage space. You should check your University email address regularly as while some apprentices may prefer to use their own personal accounts, the University will only communicate with you through your University account. You can access Unilife via <https://unilife.southwales.ac.uk>

You will also be provided with a WP email address.

10.4 Changes to Personal Details

WP and USW understand that the personal information you provide us at enrolment may change but it is vital that we have accurate contact details for you. We also need your accurate full name as it will be used for formal documentation such as your Transcripts and Certificates.

USW

1. Changes such as your phone number or address can be updated immediately using the [online service](#) by selecting “my account” on the Unlife homepage and clicking the ‘update your details’ link.
2. Changes to personal information that is normally permanent can also be made by raising a new question in Advice Zone Online. Please note you will be asked for some evidence to confirm the changes.

The screenshot shows the University of South Wales (USW) website. The header includes the university logo and navigation links: Accessibility Help?, Student/Staff Login, Contact Us, Cymraeg, Courses, Apply, Open Days and Live Events, Postgraduate, International, and a search icon. The breadcrumb trail is: Home > Alumni > Get Involved > Update your contact details. The main heading is 'Alumni', with sub-navigation: Your Community, Get Involved, Support Us, Benefits and Services. The page title is 'Update your contact details'. A sidebar on the left lists: Alumni Volunteering, Reunions and Events, USW Alumni on Social Media, USW Alumni Groups & International Contacts, Update your contact details (highlighted), Study UK Alumni Awards, and Alumni Office mission, vision and values. The main content area features a message: 'Keep connected to what's happening in your network and find out more about your exclusive alumni benefits and services. Thank you for reconnecting. We aim to process your data update within 5 working days.' Below the text are two images: one of two graduates in caps and gowns, and another of a group of people at a social gathering.

WP

You must inform Wiltshire Police People Services Centre of any changes to personal information at People Services Centre - PSC@wiltshire.police.uk

10.5 Communication

Please ensure that you communicate in a respectful, professional manner with each other, with members of staff and external organisations and individuals. In email correspondence, please be polite and avoid text language. Do not expect staff to answer emails immediately, particularly if you have sent them outside the normal working day. If you have not received a response within two working days, please send a polite reminder.





11. HEALTH, SAFETY AND WELLBEING

Fire: If you discover a fire, please activate the nearest fire alarm and leave the building via the nearest available fire exit. If the fire alarm sounds do not stop to collect personal belongings, leave the building immediately via the nearest available fire exit. Do not use the lifts.

UniLife Home UniLife A-Z News Events Cymraeg Search UniLife...

University of South Wales Prifysgol De Cymru **Health**

Unilife > Wellbeing > Health

Health

The USW Health Service offers free health advice and support to all USW Students. We form part of your overall healthcare provision, alongside your GP, pharmacist, dentist and the NHS.

Meet the Team - who we are and what we do.

Register with USW Health Service - do this now to speed up access to healthcare.

Coronavirus Advice and Guidance - for all the up to date information to help you stay safe.

Track and Trace - what to do if you develop Covid-19 symptoms or test positive.

USW Health Service - Meet The Team

Meet the Team:
USW Health Service
<http://health.southwales.ac.uk>

First Aid: If you require first aid, please speak to a member of staff who will contact a first aider for you. Accident, injuries and near misses need to be reported and recorded through a supervisor.

WP Occupational Health Services provides access to range of health services. All accidents and injuries whilst on duty will need to be reported and recorded.

Matters of concern: If you are concerned about a health and safety matter please raise it through your USW course lecturer, police trainer or supervisor. Concerns can also be raised to the WP Health and Safety representative.



12. GENERAL INFORMATION

12.1 Student Support Services

There is a variety of specialist student support and facilities available to help you achieve in reaching your academic and career potential:

- Careers and Employability Service
- Chaplaincy
- Disability and Dyslexia Service
- Health Service
- Sport Centre
- Student Mentoring
- Student Money Advice Team
- Study Skills Service
- The Wellbeing Service

Further information can be found at: <https://advice.southwales.ac.uk/a2z/support-services/>

During your induction sessions, Wiltshire Police will provide you with details of the wide range of student and employee services they offer. [Home \(sharepoint.com\)](#)

Individual Learning Needs: WP, as an employer, have a reasonable adjustment procedure in place which may need to be utilised during the course. Any individual learning needs identified, are discussed with Head of Centre and the Internal Quality Assurer (IQA) and additional support may be provided to the learner. This could mean additional assessor/tutor visits to allow for more time spent with learner. Also, training staff should identify the appropriate method of delivery for that learner to suit their learning requirements. WP HR Specialist in Attendance & Performance management would be involved in any testing or provision of reasonable adjustments that need to be made for a student officer.

Educational Psychological Assessment Reports and issues raised in Initial Assessments carried out by qualified staff will be referred to the USW Disability Service. They will discuss the contents of the report with you and agree any reasonable adjustments that are necessary for Summative Assessments. These are recorded in your Individual Support Plan (ISP), only adjustments recorded in the ISP will be applied to any summative assessments.

Any reasonable adjustments necessary will be shared between parties to ensure the correct amount of support is afforded to the student.

WP Welfare Support Service: The service offers a 24-hour, 365 days a year telephone support line for you and your family where you can speak directly to our trained staff regarding the issues that concern you on 01354 669749.

Force Chaplaincy [Home \(sharepoint.com\)](#)

Wellbeing [Home \(sharepoint.com\)](#)

12.2 Campus Maps

The training programme will be delivered at Police Headquarters, Devizes. The site map and directions can be found at the Facilities pages: <https://wiltspolice.sharepoint.com/sites/Facilities-CS/SitePages/Buildings-plans.aspx>

12.3 Students' Union

The Students' Union (SU) is all about representing you, so if there is something you need from advice on casework to helping you settle into university life, we will be there. Every student is a member of the Union, regardless of whether you are a full-time, parttime, undergrad or postgrad student. From activities, events and venues to volunteering and skill-development, we strive to make sure you have the chance to enrich every aspect of your student life. We support over 100 clubs, teams and societies, 700 Student Voice Representatives and Course Representatives and annually hold over 150 events at our venues. So, whether you want to develop your skills, become a representative on your course or socialise with friends, we have got it all. And because we are for students, not for profit, we make sure every investment you make at your SU is put back into the things you care about most. Further information is available on the SU website: <https://www.uswsu.com>

12.4 Course Structure and Module Content (ICIS Database)

The Integrated Curriculum Information System (ICIS) database provides details of your course structure and module content. You are able to search for module and course specifications to provide you with the necessary detail around your studies. The link to the database can be found at: <https://icis.southwales.ac.uk/>

12.5 Examinations

Examination information can be found at: <https://registry.southwales.ac.uk/exams/>

12.6 Results

Information about results and your actual results can be found at: <https://registry.southwales.ac.uk/results/>

Information regarding how your degree is classified can be found within the University Regulations for Taught Courses listed under section A.2.9.5: <https://registry.southwales.ac.uk/student-regulations/>

12.7 Employability

USW Graduate Attributes

Your journey to future success will allow you to enhance and develop a particular set of attributes valued by employers. Engaging and reflecting on the activities and knowledge within and alongside your USW course should give you:

- Substantial professional awareness
- Innovative and Enterprising approaches to solving real world problems
- Leadership opportunities to move people and processes forward
- Project Management approaches to ensure you deliver against tasks
- High level communication qualities to reach out to many different audiences
- A digital literacy confidence to use technology and embrace technological change.

As a student Police Community Support Officer, you have already chosen an exciting and rewarding career path. As a member of the Operational Policing family at USW, we want you to have every opportunity to reach your academic and professional potential during your time with us.

12.8 Graduation

Graduation information can be found at: <https://registry.southwales.ac.uk/graduation/>

If you are in your final year and expecting to graduate this year, please note that invitations to the graduation ceremonies are sent via email to your university email address and any personal email address that is held on your student record. Please ensure that these are accurate and up to date. You can update your personal details online using Advice Zone Online, which can be accessed via the Unilife homepage: <https://www.southwales.ac.uk/getting-started/welcome-week/>

To guarantee a place for you and your guests, please respond to the invitation as soon as possible and by the appropriate deadline. If you have not received an invitation, please contact the graduation office - do NOT wait until after your results. Students are invited 'in potentia' so any student who is deemed ineligible to attend the ceremony following the publication of results will be re-invited to attend the next appropriate graduation ceremony.

12.9 Thank You

Thank you for taking your time to read through this course handbook. We sincerely hope that you enjoy your time with Wiltshire Police and University of South Wales on the Higher Education Certificate Community Policing Practice.

WP and USW wish you the best of luck both as a student and in your policing career. We look forward to sharing this experience with you.

Operational Policing Team



