

# Training and development

## ITAP

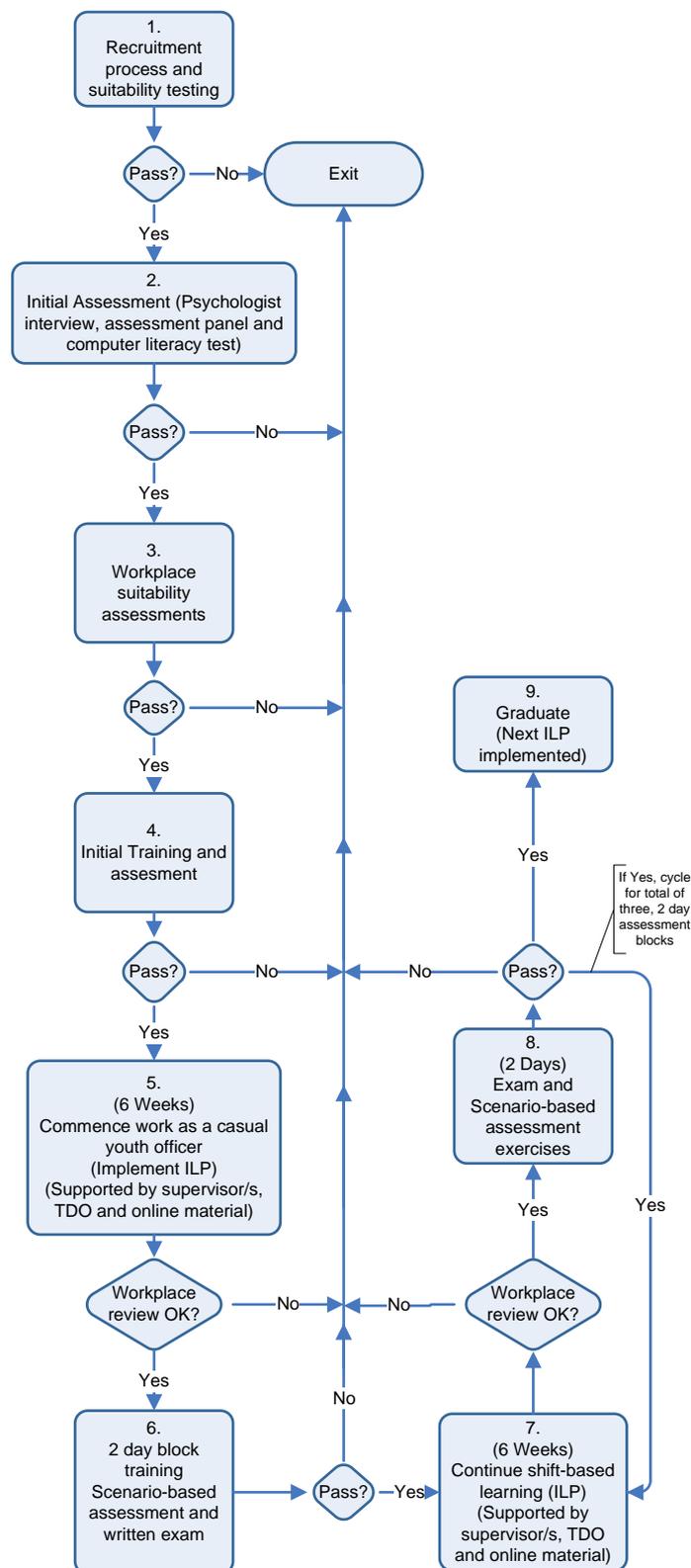


Figure 1 – Overarching model for the ITAP

## Overview

Newly recruited youth officers participate in a 30 week program of face-to-face, work-based, and online learning to gain the fundamental workplace skills and knowledge of a youth officer and to work towards gaining a nationally accredited qualification at the completion of the program.

The candidate will participate in:

- Suitability testing
- Assessment panel and interview with psychologist
- Basic computer literacy testing
- A total of 28 days paid training and a minimum of 12 shifts of workplace guided learning as a casual as follows:
  - Initial 20 day (4 week) learning block including
  - Minimum of 12 days guided learning in the workplace as a casual youth officer (4 x 4 to 6 week blocks) guided by workplace supervisors, training and development officers and monitored through the DJJ LMS (Moodle).
  - 8 days – (4 x 2 day blocks) of face-to face learning and assessment off-the-job

Participants will develop and implement an Individual Learning Plan (ILP) that will guide their learning. This plan will assist the learner in gaining the necessary skills and knowledge to perform to the agreed standard in the workplace (see ‘fit for entry-level duty’). The participant will be able to have these skills and knowledge recognised through a recognition process to gain the Certificate IV in Youth Justice by the end of the 30 week training process.

Training Phase 30 weeks*  *Approx. 30 weeks depending on logistics, holidays etc.	Week 1-4	Initial 4 week block
	Week 5 – 9	Work-based-learning
	Week 10	2 day assessment block (off-the-job)
	Week 11 – 16	Work-based-learning
	Week 17	2 day assessment block (off-the-job)
	Week 18 – 23	Work-based-learning
	Week 24	2 day assessment block (off-the-job)
	Week 25 – 29	Work-based-learning
	Week 30	Final assessment block (2 days off-the-job)

## Fit for entry-level duty defined

A youth officer is deemed ‘fit for entry-level duty’ when they have demonstrated a capacity to meet the following criteria as assessed by ITAP assessors at the end of the initial 4-week training block.

### Key Accountabilities- Section 1: Agency Requirements

- Understand, implement, and monitor the principles of equity, Occupational Health and Safety and the Ethnic Affairs Priorities Statement in all aspects of their work, modelling ethical workplace behaviour in all decisions and actions taken.

- Act in accordance with all relevant legislation and agency policies, including Code of Conduct and Information Security.
- Participate in formal and operational de-briefs when required with the Assistant Unit Manager, Shift Supervisor or Unit Manager.
- Participate in the development of the unit program, which includes completing Incentive Scheme procedure tasks thus ensuring the integrity of the agency's incentive scheme is maintained.

## **Key Accountabilities- Section 2: Assessment, Support & Intervention**

- Provide care and supervision for detainees in secure residential facilities in accordance with relevant legislation and agency policies and procedures within the context of a team-based approach.
- Comply with the restrictions placed on the detainee and identify current and potential risks. Observe report and refer potential risks to Assistant Unit Manager or Shift Supervisor.
- Contribute to daily routines for detainees, and monitor behaviour.
- Recommend to the Assistant Unit Manager or Shift Supervisor an appropriate punishment for the misbehaviour, based on the position holder's interactions with and knowledge of the detainee.
- Assist in the development, implementation and review of detainees' case plans, including structured programs and informal interactions to support the detainees in their physical, intellectual, emotional and social development, and to reduce the likelihood of re-offending.
- Encourage the integration of detainees to the community and in conjunction with the Unit Manager and assigned Juvenile Justice Officer from the community and in line with the case.
- Record in case notes the detainee's progress towards achieving case plan goals on CIMS.

## **Key Accountabilities- Section 3 Maintain a Safe & Secure Environment**

- Assist with security checks of visitors and is either responsible for the transfer of the detainee to the visitor area or for supervision of the visit.
- Maintain a secure environment for the benefit of detainees, staff and the community and records detainee movements, conducts security checks and personal searches, and monitors alarms.
- Respond to emergencies and incidents in accordance with the agency's Juvenile Justice Centre Procedures Manual.
- Supervise and maintain the security of detainees within the residential unit and movements within the Centre to ensure detainee whereabouts are known at all times.
- Responsible, in conjunction with other team members, for the initial management of the situation and to protect the integrity of the scene, while ensuring the safety and security of detainees.
- Complete reports including centre incident and misbehaviour reports.

- Responsible for the security of keys, radios, pouches and duress alarms under their control, and for immediately reporting problems with that equipment to the Assistant Unit Manager or Shift Supervisor.
- Maintain logs, registers, and other records of information regarding security maintenance and detainee movements. Contribute to the information exchange at the start and end of each shift to ensure continuity of detainee care and consistency in approaches to management and support of detainees.
- Complete reports including centre incident and minor misbehaviour reports.

## Initial Workplace Compliance Assessments

The first three days of the initial four week block of training are dedicated to workplace compliance assessments.

This continues the process of assessing a candidates suitability to the workplace.

The candidate will undertake 8 assessment activities:

- Key access
- Standard Safety Equipment
- Observation and Written Communication
- Open and Close Doors
- Supervising a group of detainees
- OHS Hazard Identification
- Communication (gives effective directions)
- Handheld Metal Detector

The 8 activities are designed to assess the candidates capacity to:

- Analyse and understand written and verbal instructions;
- Follow written and verbal instructions;
- Adjust communication style to suit different situations;
- Use appropriate and effective verbal and non-verbal communication;
- Complete a task within an allocated timeframe;
- Use technology correctly;
- Accurately detect/locate metal objects hidden in test samples;
- Correctly interpret positive reading from a hand held metal detector
- Demonstrate procedural compliance;
- Identify and correctly fit safety equipment;
- Follow procedural requirements for writing reports;
- Produce a clear, concise, correct complete, and legible written report;
- Adhere to safety procedures;
- Complete a task within an allocated timeframe;

- Adhere to security procedures
- Identify workplace hazards
- Use a standard assessment tool for risk assessment of workplace hazards;
- Apply risk based decision making to control workplace hazards;
- Respond appropriately to subject feedback.

The candidate must pass each of these assessments to progress to the next stage of the program.

## **Initial Training**

Ongoing assessments are conducted throughout the next four weeks of ITAP.

These assessments (including a weekly exam) must be passed for the participant to progress week to week.

At the end of the 4th week the participant is deemed 'fit for entry-level duty and is available for casual shifts.

## **Workplace assessments during first four weeks**

Workplace assessments are completed by supervisors during the workplace days.

The workplace assessment scores are added to the participants overall score each week and have a bearing on whether a participant continues.

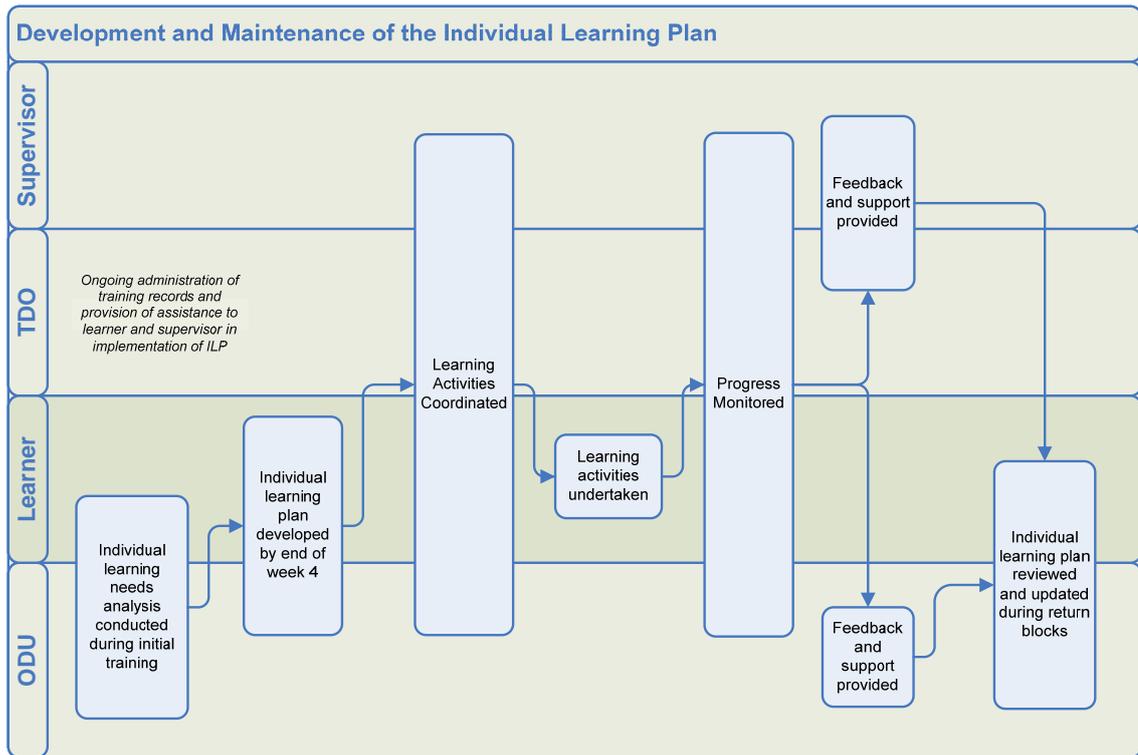
Any major concerns are brought to the attention of the Centre Manager and the Coordinator Custodial Recruitment for further discussion and action as required.

## **The Individual Learning Plan (ILP)**

Each participant will develop an individual learning plan by the end of week four. This plan will outline the learning required to satisfactorily meet the requirements of ITAP. It will also outline strategies to help the learner meet the requirements of the Certificate IV in Youth Justice and to improve on any weaknesses identified during training and assessment.

The participant will take overall responsibility for their learning plan and will be expected to take control of their own learning and work with supervisors and the local training and development officer in finding ways to achieve their learning goals.

Local supervisors and training and development officers will play a support role.

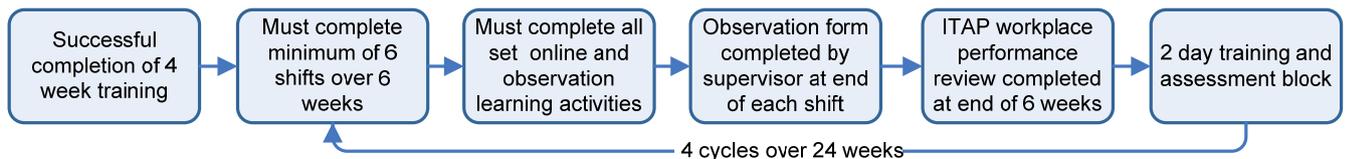


## Structured Workplace Learning

Once the participant has passed the initial assessment phase of ITAP they enter the workplace as a casual.

Over the next 5 weeks the casual youth officer will complete tasks as outlined in their ILP and be assessed in the workplace by supervisors.

## Workplace Learning Process



At the end of each shift a workplace learning assessment is completed by a supervisor.

During the last week of the workplace period an ITAP workplace performance review form is completed by the Centre Management Team.

## Work-based Learning – Shift Requirements

Casuals must have worked a minimum of 3 shifts in this period to qualify and preferably at least 1 shift per week.

Where it is not possible for an ITAP participant to complete 3 shifts in the period the participant must make an application to the ODU for an extension to the workplace period. This will only be granted if there are genuine, certified reasons for not accepting shifts or if there have been no shifts available. Where an extension is granted, the new workplace period will take into account any shifts already completed. The casual will join the next ITAP group to complete their return block.

The role of a Youth Officer requires the development of personal skills that relate to communication, engagement and contact with the client group. (i.e. Detainees)

For this reason, as a preference ITAP Participants should make themselves available to work Morning and Afternoon shifts. In cases where an ITAP Participant has only worked the minimum of 3 shifts in any Work-based Learning Block, the ratio of 1 Night shift per 3 shifts worked is acceptable.

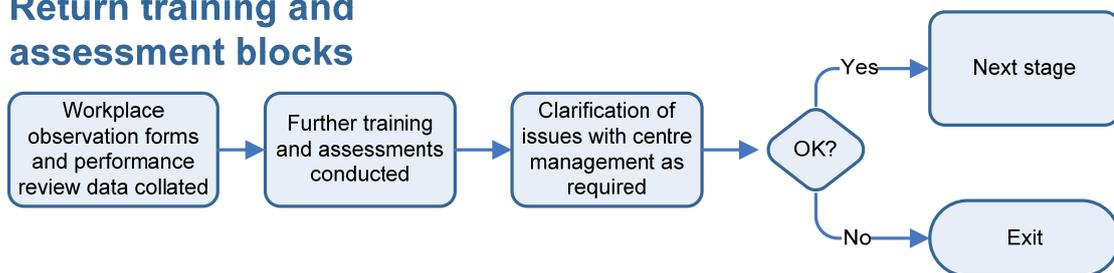
If a casual is not making themselves available for shifts, this will be documented and used as evidence for the assessment of suitability. Where no good reason is presented the casual will be deemed to have not met requirements and their services will be dispensed with.

## Return Training and Assessment Blocks

Participants return to training at weeks 11,17,23, and 30 for two days at a time.

Ongoing training is provided and participants are assessed against the agreed

### Return training and assessment blocks



learning outcomes for the period.

Workplace data is collated and analysed by ITAP assessors.

Specific learning issues are addressed as required.

This is an exit point for those not meeting their learning and performance requirements.

Return block dates and times will be published to Centres well in advance of commencement of the ITAP as part of a 3 year timetable. This timetable will be kept constant in order to ensure there are no rostering issues for centres. It is anticipated that smaller more regular ITAP groups will help to ensure that disruption to centres during these blocks is kept to a minimum.

### Procedure to defer Return Block attendance

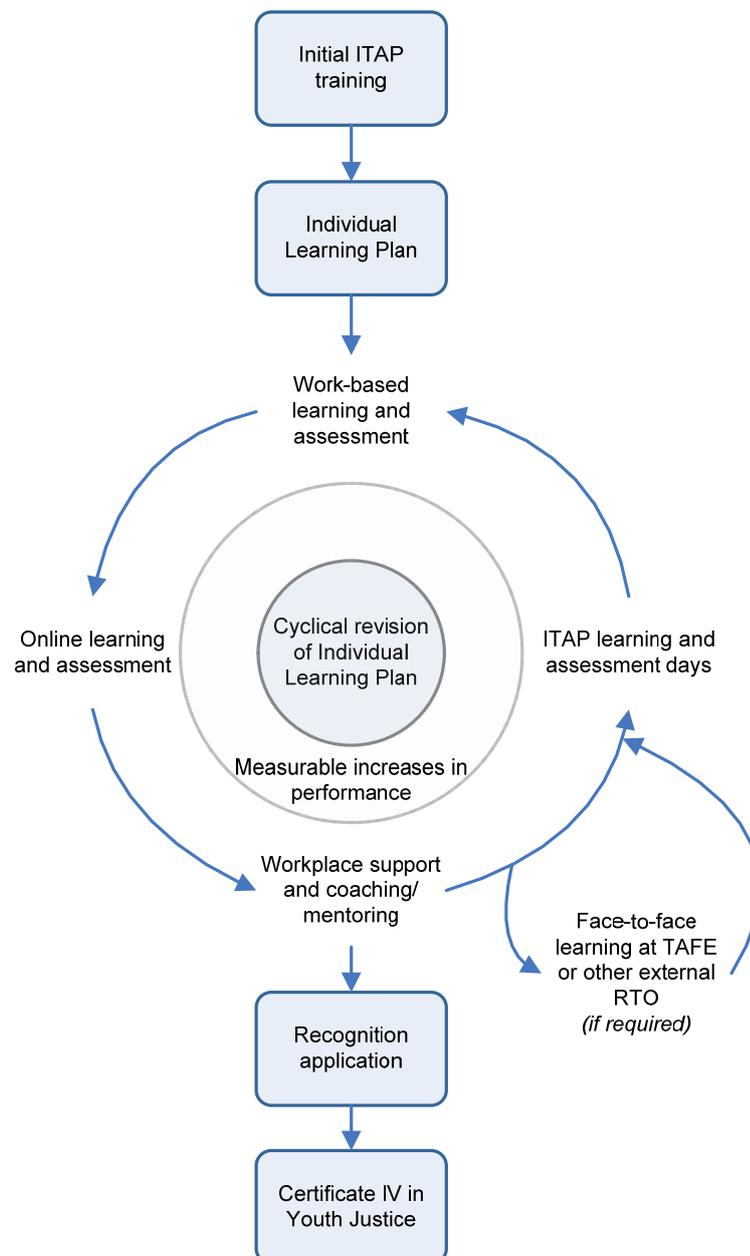
Participants must make a written application to defer any Return Block to the Coordinator Custodial Recruitment and Induction at the Organisational Development Unit (at Yasmar). Except for emergencies, the application (letter or email) must be sent before the Return Block is held. The application must state your reason/s for not being able to attend. A decision will be made by the ODU management and you will receive a written reply to your application.

### Consequences for deferring Return Block attendance

When participants get approval to defer a Return Block, they are required to attend the next available Return Block during the next available ITAP Group. Return Blocks must be attended in a set sequence. (i.e. Return Block 1, then Return Block 2, etc.)

ITAP participants cannot attend a Return Block out of sequence. If you miss one Return Block, this will add approximately 10 weeks until you complete your ITAP training.

## Ongoing workplace learning and progression toward Certificate IV in Youth Justice



### Links with ongoing supervision

The ITAP program forms the basis for ongoing supervision of the casual and eventually the permanent youth officer. ITAP reviews continue past the 30 week period whilst the youth officer remains a casual and this contributes to their ongoing merit ranking. Once the casual has secured a permanent position, the ITAP review process is no longer required however ongoing supervision will be continued using the ILP as a focal point.