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**Overview**

This standard focuses on making arrangements for individuals to transfer between services.

The standard takes a broad definition of transfers and includes all situations where individuals are referred into and out of services provided by agencies. It includes referral of individuals within agencies such as to specialist workers.

Staff support individuals by providing information and guidance, making arrangements within agencies for transfers and supervising individuals as they are transferred.

**There are three elements**

- 1 Support individuals as they prepare for transfers
- 2 Make agency preparations for individuals' transfers
- 3 Supervise individuals during transfers

## SFJGA3

### Assist in the transfer of individuals

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#### Performance criteria

#### **Support individuals as they prepare for transfers**

- You must be able to:
- P1 clarify with relevant people reasons for transfers in accordance with your organisation's procedures
  - P2 explain to relevant people their roles and responsibilities in transfers in accordance with your organisation's procedures, including any:
    - P2.1 statutory conditions
    - P2.2 agency conditions
  - P3 check relevant people understand information regarding transfers in accordance with your organisation's procedures
  - P4 support individuals to express their views in accordance with your organisation's procedures
  - P5 record support individuals will need to make transfers in accordance with your organisation's procedures
  - P6 provide information about support to be provided in accordance with your organisation's procedures
  - P7 advise individuals on how to seek further assistance in accordance with your organisation's procedures
  - P8 acknowledge disagreements that arise in accordance with your organisation's procedures, and:
    - P8.1 negotiate resolutions
  - P9 seek support from team members when required in accordance with your organisation's procedures

#### **Make agency preparations for individuals' transfer**

- You must be able to:
- P10 gather mandatory information on transfer requirements from relevant people in accordance with your organisation's procedures
  - P11 make preparations for individuals' transfer in accordance with your organisation's procedures
  - P12 share information with relevant people throughout transfer processes in accordance with your organisation's procedures
  - P13 complete required records in accordance with your organisation's procedures

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P14 store records securely in accordance with your organisation's procedures

P15 review individuals' adjustment to change in accordance with your organisation's procedures

#### **Supervise individuals during transfers**

**You must be able to:**

P16 check details of transfers has been communicated to individuals in accordance with your organisation's procedures

P17 check relevant people's understanding of transfer arrangements in accordance with your organisation's procedures

P18 provide agreed services to meet individuals' needs in accordance with your organisation's procedures

P19 supervise individuals during transfers in accordance with your organisation's procedures

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#### Knowledge and understanding

You need to know and understand:	K1	ways to alter communication when working with different individuals
	K2	the range of different feelings individuals may have about transfers
	K3	different information needed for transfers and who to share this with
	K4	records concerning transfers and how to complete them
	K5	how to deal with disagreements
	K6	how to negotiate solutions
	K7	how to arrange transfers
	K8	ways of providing support to individuals
	K9	how to deal with different emotional states
	K10	ways in which individuals' culture influences your practice
	K11	how to apply principles of anti-discriminatory practice to your work
	K12	specific legislation which relates to your work
	K13	how to apply legislation in practice
	K14	factors relating to agency procedures which affect transfers
	K15	how to evaluate your competence at work and

#### Additional Information

#### Glossary

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

**Transfers** can be both transfers into agencies' services and out of agencies' services.

**Transfer requirements** include individuals' needs, statutory demands and agencies' policies and practice guidelines.

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

## SFJGA3

### Assist in the transfer of individuals

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	3
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<b>Originating organisation</b>	Skills for Justice
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<b>Original URN</b>	SFJ GA3
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<b>Relevant occupations</b>	Prison staff; Prison manager; Governor; Officers; Public Service Professionals; Youth Justice Officers; Youth Offending Team Officers
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<b>Suite</b>	Custodial Care
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<b>Key words</b>	Transfers, individuals; rights, communication, behaviours, agency working, agencies, services, transfer requirements
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