

Review Panel: 18/8/10

Review paperwork suggests that there is now a NVQ available in Custodial Care. This is clearly not required at the point of recruitment, nor is it stated that the postholder would be released if he/she fails to meet the assessment criteria.

Review panel therefore uphold original level 2 awarded.

#### Panel Notes

Questions posed to job advisor:

"In original job description, there is no formal qualification requirement. How has the role changed"?

Response: "We offer SVQs now. Jobs/job descriptions have not been changed."

Do you consider the minimum qualifications required for this post to be a SVQ3?

"Generally something the postholder would work towards this in the first year"

28 Jan 2022

- An SVQ level 3 in custodial care is desirable but must be completed within first 18 months of employment

- Successfully complete and pass an approved training course on the operation of X-ray screening equipment, archway metal detector, search techniques and threat awareness.

- Have excellent customer service skills including; face to face and over the phone

- Be assertive when necessary, without being aggressive

- Have excellent powers of observation and the ability to maintain concentration for long periods

- Be able to communicate well both orally and in writing

- Have good interpersonal skills with a polite, patient and approachable manner

- Have ability to work as part of a team

- Possess a valid full UK driving licence

- Knowledge and understanding of policies and procedures, contingency and emergency

- Ability to work under pressure

- Ability to prioritise

- Be able to think logically to resolve problems

- Ability to use own initiative

- Adapt to regular changes to technology / hardware / software

### 3. Analytical skills

**National Profile Level: 2**

**Selected Level: 2**

**Factor Status: Matched**

**Score: 15**

**National Profile Factor Description**