

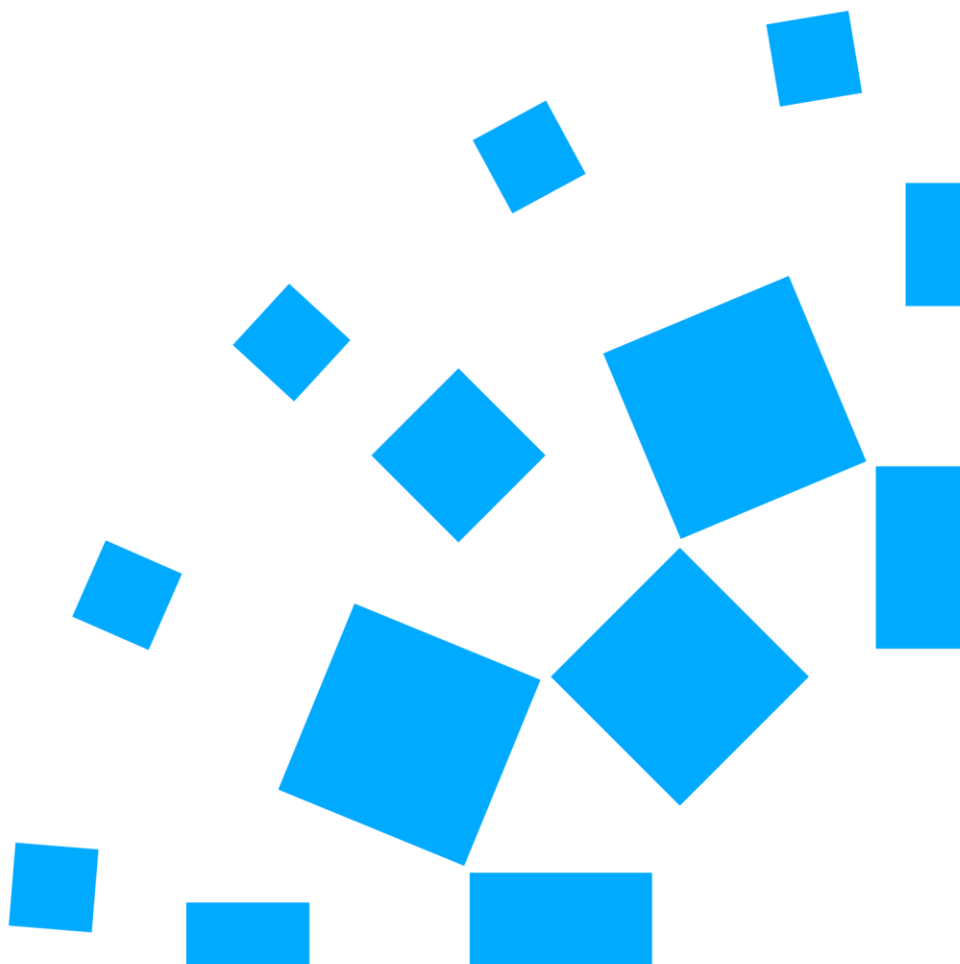
Product Licence Schedule

Police Community Support Officer (PCSO) Apprenticeship and Non-Apprenticeship Programmes

Ref. no.: PL-N-104

Version: 3.0

Date: April 2022



Product Licence Schedule: Police Community Support Officer (PCSO) Apprenticeship and Non-Apprenticeship Programmes

1. Introduction

- 1.1 This product licence schedule forms part of the College of Policing's (the 'Licensor's') consolidated licence. It articulates the terms and conditions which relate specifically to this Product but **must** be read in conjunction with the consolidated licence. A copy of the consolidated licence can be found at: <https://www.college.police.uk/career-learning/licensed-products>.
- 1.2 A list of all the Licensor's licensed products (and licence fees for organisations who are not a Home Office Police Force) as well as Product Licence Schedules for each Product is published [online](#) (excluding any police sensitive products). Licensees are also able to refer to our online Licensed Product and Licensees Register to check whether their organisation has a consolidated licence and which products they are licensed to use/deliver at: <https://www.college.police.uk/about/licensing-products>.
- 1.3 Responsibility for this Product (the 'Police Community Support Officer (PCSO) Apprenticeship and Non-Apprenticeship Programmes') sits within the Licensor's Workforce Development Directorate.
- 1.4 For enquiries regarding this Product please contact the National Policing Curriculum team at: NationalPolicingCurriculumEnquiries@college.police.uk.
- 1.5 For enquiries about licensing please contact the Copyright and Licensing team at: Copyright&Licensing@college.police.uk.

2. Background

- 2.1 The Police Community Support Officer (PCSO) Apprenticeship and Non-Apprenticeship Programmes are two routes into policing for the PCSO role and forms part of the Policing Education Qualification Framework (PEQF). They provide a modern programme of policing education for PCSOs, enabling those who are carrying out this role to (continue to) provide vital support to front-line policing, meeting the professional requirements of effective 21st century community-based policing.

These entry routes enable new recruits to join the police service as a PCSO, completing a level 4 qualification in Community Policing Practice during their minimum 12-month programme.

- 2.2 Delivery requires either a formal professional collaboration between a police force and a procured Higher (or Further) Education provider, or (where the force are the sole deliverer of the programme) between the force and an Awarding Organisation offering the qualification.
- 2.3 Recruits are assessed against national assessment criteria in order to demonstrate achievement of Independent Patrol Status (IPS) and Full Operational Competence (FOC), as an integral part of the programme.
- 2.4 Recruits will achieve the qualification (awarded by either the relevant Higher/Further Education Provider or an Awarding Organisation). For apprentices this will be before entering the End Point Assessment (EPA) phase of the apprenticeship (i.e. final assessment prior to the completion of the apprenticeship).
- 2.5 Subject to satisfactory achievement of the probationary performance requirements of their serving force, a PCSO apprentice is confirmed in post upon successful completion of their apprenticeship (including successful achievement of the qualification), whereas non-apprenticeship entrants will be confirmed in post upon successful completion of the PCSO entry programme, evidenced through achievement of the Level 4 qualification in Community Policing Practice.

3. Licensed Purpose

- 3.1 Subject to the licence terms, this Licence enables the Licensee to use the Product to develop, deliver and assess a PCSO Apprenticeship and/or Non-Apprenticeship Level 4 entry programme for the Permitted Audience.

4. Licensed Resources (as updated from time to time)

- 4.1 The Product is underpinned by the following national educational standards. The 'xxx' within the College Learn code indicates a 3-digit version number, which will change as new versions are made available:
 - 4.1.1 Police Community Support Officer Curriculum, Qualification and Assessment PEQF_PCSO_NPC_xxx_PDF. This document includes the national curriculum, the specification for the qualification and the overall assessment strategy.
 - 4.1.2 PCSO National Policing Curriculum Mapping Spreadsheet PEQF_PCSO_NPC_xxx_XLS
 - 4.1.3 Police Community Support Officer Entry Routes: National Programme Specification PEQF_PCSO_PS_xxx_PDF. This sets out all the core requirements from which licensees, in collaboration with their provider(s) must incorporate into

their programme or, in the case of the non-apprenticeship route, develop their own programme specifications to incorporate the core requirements.

- 4.1.4 Guidelines for Assessment of Operational Competence – this document provides guidance to police forces on how to assess the operational competence of PCSOs during the course of their programme. PEQF_AOC_xxx_PDF

5. Access to Licensed Resources

- 5.1 The licensed resources can be accessed via the Licensor's online learning environment (College Learn) platform (<https://www.learn.college.police.uk>), from the Policing Educational Qualifications Framework designated area.
- 5.2 Where Licensees engage third party providers, their access to and use of the Product shall be facilitated and managed by the Licensee in accordance with clauses 4.1.14 and 4.1.15 of the consolidated licence.

6. Government Security Classifications (GSC)

- 6.1 The licensed resources in this Product are classified as OFFICIAL under the Government Security Classifications and are to be handled accordingly.

7. Confidentiality and Security

- 7.1 The licensed resources in this Product are designated as Confidential Information and must be treated as confidential and safeguarded accordingly (consolidated licence clause 5 refers). For the avoidance of doubt, this includes but is not limited to the uploading of tactics or curriculum materials to corporate or personal websites, social media, or other social platforms, or making available at events or open days.

8. Product enquiries and requests for disclosure under the Freedom of Information Act (FOIA) and Criminal Procedures and Investigations Act (CPIA)

- 8.1 All enquiries relating to this Product must be referred to the Licensor promptly.
- 8.2 Licensees who are subject to requests for disclosure under FOIA or CPIA are required to consult the Licensor before disclosing any of the Licensor's Products which are either classified as OFFICIAL-SENSITIVE or above under the GSC or contain police tactics and must use all reasonable endeavours to secure exemptions from disclosure.

9. Licence Term

- 9.1 The licence term for this Product ends on 31 March 2026.

10. Licence Fees

- 10.1 There is no licence fee for Home Office Police Forces to use this Product.
- 10.2 Any support required by the Licensee to use/deliver this Product will be charged at a daily rate to be agreed by both parties.

11. Use in Licensee's Own Products

- 11.1 The Licensee is permitted to use or incorporate this Product, in whole or in part, in their own product(s) provided they cover all the learning outcomes contained in the National Policing Curriculum and their product is only used for the original Licensed Purpose and Permitted Audience, and contains the following attribution: "Contains © College of Policing Ltd, reproduced under licence".
- 11.2 Licensees wishing to use this Product or new products they have created or developed which incorporate the Product for wider audiences or purposes must seek prior written permission from the Licensor via the Permission Request process described in paragraph 19 of this licence schedule.

12. Use of Licensor's Logo and the official logo with accompanying text ('Designated Logo')

- 12.1 The Licensee may use the College of Policing logo in association with their use of this Product in accordance with the Licensor's Logo Guidance attached at Annex B.
- 12.2 The Licensee may also grant sub-licence(s) to any third party it has formally contracted with for the purpose of implementing any of the following PEQF entry routes (PCDA, DHEP, PCSO Apprenticeship and Non-Apprenticeship programmes, and/or the SCLP) provided that it imposes obligations on its sub-licensee(s) that only permits the sub-licensee to use the Designated Logo in accordance with the Logo Guidance at Annex B and that restricts their use of the Designated Logo only for internal purposes which directly relate to the delivery of the PEQF entry routes.
- 12.3 The Licensee will remain responsible to the Licensor for their sub-licensee(s) use of the Designated Logo and for providing it in an appropriate format.
- 12.4 Use of the logo must not reduce or diminish the reputation, image and prestige of the Licensor.
- 12.5 Permission to use the logo may be withdrawn at the Licensor's absolute discretion and with immediate effect when written notice is served by post, email or in person.

13. Permitted Audience

- 13.1 The Product shall only be used to develop, deliver and assess training to delegates employed by the Licensee and enrolled onto the apprenticeship or non-apprenticeship PCSO programme.
- 13.2 Licensees must obtain prior written approval from the Licensor to extend the Permitted Audience, whether on a commercial or non-commercial basis by submitting a [Permission Request Form](#).

14. Commercial Use

- 14.1 This Product shall not be used to generate income without the Licensor's prior written permission.

15. Sharing/Outsourcing

- 15.1 Except as permitted in this Licence this Product shall not be shared with third parties without the Licensor's prior written permission.
- 15.2 For the avoidance of doubt, Licensees are required to submit a [Permission Request Form](#) in accordance with consolidated licence clauses 4.1.14 where they wish to share the Product with any provider(s)/sub-licensee(s) including Higher or Further Education providers and/or Awarding Organisations.

16. Adapting/Modifying

- 16.1 This Product (excluding e-learning and any other digital content produced by the Licensor including videos, audio files, games, animations) may be marginally adapted for local contextualisation purposes thereby creating a local version of the Licensor's Product.
- 16.2 Where the Product has been marginally adapted Licensees may continue to use the Licensor's logo/branding (and add their own logo if they choose) but shall mark the new materials as being modified from the Licensor's original materials and acknowledge that these materials are not accredited by the Licensor.
- 16.3 Modified versions of the Product shall only be used for the original Licensed Purpose and Permitted Audience.
- 16.4 The Licensor does not accept responsibility for any modifications or any change to the meaning of the Product as a result of any modification.

- 16.5 Licensees shall not re-purpose or make changes (except for contextualisation changes as described in clause 16.1) to the Product without the Licensors prior written approval.

17. Product Improvements

- 17.1 Where the Licensee identifies any product improvements, including areas where the licensed resources are out-of-date or incorrect, these should be told to and shared with the Licensors (see paragraph 1.4 for contact details).

18. Supplementary Materials

- 18.1 Any additional materials created or used by the Licensee to supplement the Product cannot be validated or endorsed by the Licensors.

19. Permission Requests

- 19.1 Licensees shall request permission to use this Product outside these licence terms by submitting a [Permission Request Form](#) to the Copyright and Licensing team at: Copyright&Licensing@college.police.uk, at least 14 days before contract and/or commencement.

20. Territory

- 20.1 This Product shall only be used within England and Wales.

21. Quality Assurance

- 21.1 Licensees shall apply (and shall ensure that their procured provider applies) their own quality assurance process to ensure the integrity of the Product and any core requirements specified by the Licensors in the national programme specification for the Product.
- 21.2 Where the Licensee is required to undertake a Quality Standards Assessment (QSA) to confirm to the Licensors that the Licensees locally developed programme continues to meet the required quality standards, this will be set out in the PCSO Entry Programmes National Programme Specification.

22. Quality Criteria and Delivery Standards

- 22.1 The learning standards for the Product are defined in the PCSO Entry Routes National Policing Curriculum (NPC). Licensees shall ensure they are using the latest versions of these documents. These are accessible from the online learning environment (College Learn) platform: <https://www.learn.college.police.uk>. For the avoidance of doubt, this

Licence shall take precedence over these documents and any supplementary guidance documents.

- 22.2 The Licensor's quality criteria are defined as Core Requirements that are set out in the PCSO Entry Routes National Programme Specification (and summarised at Annex 1 of the document and Annex A of this Licence Schedule). The Core Requirements form the basis of a QSA which must be completed prior to the first delivery of the locally developed programme and subsequent annual reviews. As the PCSO Level 4 Entry Programme requires the involvement of both force(s) and awarding organisation(s), the QSA covers both Licensee and third-party provider(s) compliance evidence.
- 22.3 The Licensee agrees to undertake the Licensor's Quality Standards Assessment Framework (the "QSA") and acknowledges that it shall not provide the Products and/or the PCSO Level 4 Entry Programme to the Permitted Audience until consent to do so is received from the Licensor following satisfactory completion of the QSA.
- 22.4 The Licensee shall not deliver the PCSO Level 4 Entry Programme until it receives written consent from the Licensor for it to do so. The Licensor shall, at its absolute discretion, determine whether the Licensee has fully evidenced each of the Core Requirements (as set out in Annex A) before providing consent.
- 22.5 The Licensee shall comply with all reasonable requests of the Licensor arising as a result of the QSA.
- 22.6 The QSA shall run in parallel with the Licensee's design, development and annual monitoring for the PCSO Level 4 Entry Programme.
- 22.6.1 At Stage 2 (programme development) of QSA the Licensee shall provide the Licensor with evidence to confirm the PCSO Level 4 Entry Programme fully incorporates the Core Requirements specified by the Licensor as set out at Appendix 1 the Core Requirements overview.
- 22.6.2 At Stage 3 (QSA confirmation event and, if relevant, licensee validation) the Licensor's QSA confirmation panel will confirm whether the Licensee's proposed programme evidences all the Core Requirements.
- 22.6.3 The Licensor will engage with the Licensee's validation chair and will set out the outcomes of the panel's review, including if there are any Core Requirements not yet fully evidenced.

- 22.6.4 The licensee validation must include Licensor representation as a full panel member.
- 22.7 If the Licensee does not evidence it has met all the Core Requirements as part of the Licensor's QSA confirmation event and/or as part of the Licensee's validation the Licensor will set out the conditions to be met within a set timeframe proportionate to the actions to be addressed.
- 22.8 Any Core Requirements not met at the Licensee validation, if relevant, will need to be evidenced and confirmed in writing as having being met by the Licensee's validation chair to the Licensor's QSA chair. The Licensor will review and confirm in writing whether the Core Requirements have all been met. Only once the Licensor has confirmed that all the Core Requirements have been met can the PCSO Level 4 Entry Programme be approved and ratified.
- 22.9 Should the Licensee wish to appeal against the outcomes of a QSA confirmation event it shall do so in accordance with the QSA Appeals Procedure (available on College Learn).
- 22.10 Subject to any ongoing appeal in accordance with paragraph 22.9 above, if the Licensee fails to submit the evidence reasonably required by the Licensor under its QSA process within the timeframes, the Licensor shall have the right to terminate the Product Licence with immediate effect on giving notice to the Licensor.
- 22.11 Stage 4 (annual monitoring) of QSA is undertaken by the Licensor throughout the period in which the Licensee is delivering the PCSO Level 4 Entry Programme. In the context of a programme delivered in partnership with higher education, the annual monitoring activity is designed to utilise information that is already required for annual reports as per the Quality Assurance Agency (QAA) for Higher Education guidelines. The Licensee shall submit an annual report to the Licensor using the Licensor's QSA annual monitoring templates, by the due date, which demonstrates that the Licensor is continuing to meet the Core Requirements.
- 22.12 If the Licensee does not evidence it is meeting all the Core Requirements as part of Stage 4 (annual monitoring) the Licensor shall, at its sole discretion, set out the conditions to be met within a set timeframe proportionate to the actions to be addressed.
- 22.13 Use or delivery of the Product must be in accordance with the relevant programme handbook or programme specification.

- 22.14 In accordance with licence clause 4.1.9 the Licensor has access at all reasonable times to oversee the Licensee's use of the Product to ensure compliance of the current delivery standards and licence terms.

23. Assessment Standards

- 23.1 Guidance on summative assessment is provided in Police Community Support Officer Entry Routes: Curriculum, Qualification and Assessment document. This sets out:
- 23.1.1 Requirements and assessment criteria for assessment of operational competence in order for the apprentice/learner to demonstrate achievement of Independent Patrol Status (IPS) and Full Operational Competence (FOC)
 - 23.1.2 The specification for the qualification for the Level 4 qualification in Community Policing Practice
 - 23.1.3 Requirements for final assessment of the apprenticeship administered and managed by either the HE/FE provider or Awarding Organisation.

ANNEX A – Core requirements for the Police Community Support Officer (PCSO) Apprenticeship and Non-Apprenticeship Programmes

CR1 All PCSO programmes must:

- Be a minimum of 12 months in duration
- Have part-time working arrangements (and for Apprenticeship programmes, these should reflect Educational and Skills Funding Agency (ESFA)/Welsh Government funding rules)
- Include off-the-job learning across the duration of the programme

CR2 The title of the Level 4 qualification in Community Policing Practice that must be used:

- If awarded by an Ofqual/Qualification Wales regulated Awarding Organisation is Level 4 Diploma in Community Policing Practice; or
- If awarded by a Higher Education Provider is Level 4 HE Certificate in Community Policing Practice

CR3 The entry requirements for all PCSO routes are as follows:

- The detailed eligibility criteria for a PCSO (e.g. age, nationality requirements, physical fitness requirements).
- PCSO Recruit Centre Guidelines – see the College of Policing website for more information.
- Any additional entry requirements specific to the recruiting force.

For an Apprenticeship route:

- The Apprenticeship Standard for PCSO Role.
- In addition, Welsh learners must undertake an initial and diagnostic assessment of essential skills using WEST (Wales Essential Skills Toolkit) in Communication, Application of number and Digital Literacy
<https://www.walesessentialskills.com/?q=node%2F6>

CR4 The recruit's progression through the programme must be managed by the force and education provider, leading up to the following progression points set out below:

1. Assessment of underpinning knowledge and understanding to test readiness for initial periods of coached patrol.

2. Achievement of PCSO Independent Patrol Status (IPS) through collation of corresponding evidence in the Occupational Competence Portfolio (OCP) leading to Operational Deployment.
 3. During Operational Deployment, the completion of the Occupational Competence Portfolio (OCP) and a community-based problem-solving assignment which are final assessments for the qualification. For the Welsh Apprenticeship and Non-Apprenticeship route, this point is the completion of the programme. For the English Apprenticeship, this point is the gateway to the End-Point Assessment (EPA).
 4. Forces/education providers must also have processes that set how they manage situations where recruits have not demonstrated their readiness to progress at each phase of the programme.
- CR5 All PCSO programmes must be developed and maintained to create a programme that is flexible and optimises learner opportunities.
- CR6 An Equality Impact Assessment must be undertaken for all PCSO programmes (in accordance with the Equality Act 2010) to include the intended model of delivery.
- CR7 All PCSO programmes must be developed and maintained in line with the:
- PCSO National Policing Curriculum. All PCSO programmes must specifically be able to demonstrate clearly how they have been mapped against, and will continue to be maintained in line with the learning outcomes for the PCSO role, as set out in the National Policing Curriculum.
 - All the core requirements in the national programme specification.
 - Qualification and assessment requirements set out in the Police Community Support Officer Entry Routes Curriculum, Quality and Assessment.
- CR8 English Apprenticeships Only – Delivery of the PCSO apprenticeship must be by an organisation (s) that is on the Register of Apprenticeship Training Providers (RoATP), as appropriate to the delivery model being used.
- CR9 Apprenticeship Route Only – Delivery must include provision of learning for Level 2 ‘transferable skills’ qualifications (Functional Skills in England, Essential Skills in Wales) in English and Maths for England, and Communication and Application of Numbers for Wales, for recruits not holding these qualifications at the point of programme entry.
- CR10 The teaching, coaching and assessment team must be considered across all education providers involved to take account of both the academic and professional practice

aspects of the programme. Across the teaching/coaching/assessment team there must be a sufficient number of personnel that have:

- The skills and experience to facilitate learning/coaching/assessment to the recruits they are teaching/coaching/assessing in line with policing, Higher Education/Further Education/Awarding Organisation requirements
- Current knowledge and understanding of the subjects they are teaching/coaching/assessing.

CR11 Recruits must be provided with clear guidance on all academic and professional practice aspects of the programme, including the support available to them as a cohort of learners. The guidance must also take account of the policies and standards of behaviour and conduct expected of them by both forces and education providers.

CR12 Forces/education providers must ensure educational support is appropriately tailored to individual need to enable each recruit to progress through the programme.

CR13 There must be a system of 1-1 coaching in place in order to support recruits to take account of both non-operational (on programme) and operational (post IPS) tutoring.

Forces/education providers must additionally provide academic and pastoral support, including health and well-being services, which will include access to confidential support and advice.

CR14 Forces/education providers must have sufficient and suitable resources available to support learning across all professional environments (both academic and workplace) for the entire programme.

CR15 There must be a process in place for the entire programme that sets out how forces/education providers have agreed to manage and respond to concerns about professional related conduct, including how any cases involving aspects of ethics and integrity or academic misconduct will be dealt with,

CR16 All PCSO programmes must be assessed as per the requirements set out in Police Community Support Officer: Curriculum, Qualification and Assessment as follows:

- a. Assessment of knowledge and understanding as developed by the awarding organisation following the high level learning outcomes specified by the College of Policing.
- b. Assessment of applied skills in the workplace to include the National Assessment Criteria for Independent Patrol Status and the National Assessment Criteria for Full Operational Competence.

c. End Point Assessment (English Apprenticeship only).

- CR17 There must be a clearly defined and rigorous assessment strategy (including the standards and methodologies to be used for both the education and applied practice elements of the PCSO programmes to ensure consistency of assessment outcomes).
- CR18 English Apprenticeships Only – As per ESFA requirements, the End Point Assessment must be undertaken by an organisation that is on the Register of End-Point Assessment Organisations (RoEPAO).
- CR19 There must be regular and effective quality assurance and monitoring mechanisms in place to ensure appropriate standards in all aspects of the delivery and assessment of the PCSO programmes.

ANNEX B – Designated Logo Guidance



→ 1

College logo and designated logo guidance for the Police Constable Degree Apprenticeship (PCDA), Degree Holder Entry Programme (DHEP), Special Constable Programme and Police Community Support Officer (PCSO) L4 Apprenticeship/ Non-apprenticeship Entry Route products only

In accordance with the licence for the above products, Licensees (police forces) are permitted to use the College Logo for purposes directly relating to the implementation of the above products and are permitted to grant sub-licence(s) for the use of the Designated Logo to any third party it formally contracts with to assist them in their implementation of the above products, subject to certain terms (please refer to your licence).

The College Logo means the official College of Policing Logo as shown on page two of this guidance.

The Designated Logo means the official College of Policing Logo with following accompanying text, as shown on page three of this guidance:

[name of Sub-licensee] is working with [name of Licensee] to deliver education products to meet the standards set by the College of Policing

Sub-licensees are only permitted to use the Designated Logo for internal purposes directly relating to the implementation of the above products and not for any other purpose.

For a copy of the licence and product licence schedules please email: Copyright&Licensing@college.police.uk

The following pages illustrate how the College Logo should be displayed by licensees (police forces) and how the Designated Logo should be displayed by third parties who are sub-licensed by licensees.

College of Policing logo guidance

General advice

College of Policing logos

This guidance comes with a pack of logos in a range of formats in RGB (screen) and CMYK (print) colour spaces.

To ensure the integrity of the logo, specific rules for its usage have been created. It should, wherever possible, appear against white, and never be manipulated or distorted.

If possible, the logo should be displayed at a minimum width of 40mm, and under no circumstances should the logo be split, or have effects added to its display.

Exclusion zone

To preserve the integrity and clarity of the College of Policing logo, a clear and protective area around it has been defined. This area is called the exclusion zone. No text, photography or other visual elements should encroach into the exclusion zone.

The exclusion zone applies in the same way to all versions of the logo.

The exclusion zone is defined by 1x the height of the capitalised letter 'P' in Policing.

Master logo

Use this version on a white background in communications produced in colour.



Reversed out logo

Use this version on a coloured background. A sufficient level of contrast between the logo and background should always be maintained.



Monotone logo

Use this version in black/white communications. The logo should always appear on a white background.



Exclusion zone

No text, photography or other visual elements should encroach into the exclusion zone.



Designated Logo guidance

Advice for the display of Designated Logo

Display of Designated Logo

The College of Policing logo should never appear without the accompanying text.

Positioning of the text

The text should be displayed in close proximity to the College of Policing logo, either below, or to the right hand side, having made allowance for the exclusion zone.

Typeface (font)

Use Arial or a standard sans serif font for the text, or where applicable, the sub-licensee's corporate font. The display size should be at least 11pt, unless there is a valid reason for the text to be rendered at a smaller point size.

Colour display of Designated Logo

The text should be set in black, or a deep colour on white backgrounds. If set on a coloured background, the text should be reversed out in white, ensuring that a sufficient level of contrast is maintained for both the College of Policing logo and the text.

For further information, contact: PolicingEQF@college.police.uk



[name of education provider] is working with [name of force] to deliver education products to meet the standards set by the College of Policing



[name of education provider] is working with [name of force] to deliver education products to meet the standards set by the College of Policing



[name of education provider] is working with [name of force] to deliver education products to meet the standards set by the College of Policing