

BSc (Hons) Professional Police Practice

LEVEL 6 - 40 Credits

Workbook title: Competency Based

Workbook 5 (PCDA)

12 elements 10000 Words - BMPF 6000D

**(SOUTH WALES POLICE, GWENT POLICE AND
UWTSD)**

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FACULTY OF BUSINESS AND MANAGEMENT

PUBLIC SERVICE PROGRAMME

Module title: Professional Police Practice 3 (PCDA) BMPF 6000D

Workbook Guidance

Please read these notes carefully; they provide essential information.

What is the workbook for?

The purpose of this workbook is to enable learners to demonstrate and provide evidence of how they meet the learning outcomes set by the College of Policing, for the BSc programme. Essentially, you are being asked to outline your experiential learning based upon your theoretical understanding in a range of operational situations.

- Understanding the Police Officer role
- Modern Professional Police Officer
- Strategic Role of the College of Policing
- Communication Skills
- Social Media
- Leadership and Team Working
- Leadership style
- Flexibility and Leadership Strategy

- Coaching
- Mentoring
- Professional and Organisational goals
- Assessment

You may wish to use the same incidents as you've outlined in the Occupational Competence Portfolio.

How should the workbook be presented?

Blank electronic copies can be found on Moodle of this workbook. You must submit this document electronically therefore it is important that you save your work regularly and upload the final typed version through Turnitin on Moodle.

Word count policy can be found in chapter 7 of the Academic Quality under section 7.7 (this applies to presenting work above and under the specified word count).

(https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/academic-office/aqh-chapters/chapters---en/Chapter_07_Assessment-Taught_Programmes_Pages_72-79-UPDATED-05-11-2019.pdf)

Reflective practice is a core aspect for your workbooks and although there is a variety of useful resources on Moodle, there is one particular book, that is specifically based on reflective practice in policing, here is a link to one chapter from Selina Copley's Reflective Practice for Policing Students:

https://moodle.uwtsd.ac.uk/pluginfile.php/298870/mod_resource/content/1/Reflective%20Practice%20for%20Policing%20Students%20-%20Selina%20Copley%20Chapter5.pdf

How is the workbook assessed?

Advice and support about the completion of this workbook was provided by university staff as part of your initial training day and further help and advice is available on Moodle.

Your tutor constable and in-force training staff will not be involved in assessing or marking your workbook after it has been submitted.

Dates of workbook submission will be made available and posted on Moodle.

Once submitted your workbook will be assessed and marked independently.

Confidentiality

It is important that no individual can be identified either directly or indirectly from the information in the workbook. Therefore, you must:

- adhere to guidance in the Student Handbook about unfair practice and plagiarism.
- not identify individuals including witnesses, victims or offenders by name.
- not write information that enables any individual to be identified indirectly through the description you provide. This includes references to names, colleagues, places (including hospitals, schools, town, villages, streets) specific incidents which were high profile and could be identified due to past publicity, other professionals or any other personal information including medical or other conditions;
- take personal responsibility for adhering to confidentiality rules.
- not include any dates of any incidents or anything that specifically identifies an actual incident.

Please be aware that any content that is deemed to be inappropriate, disrespectful, or abusive will not be tolerated. Following review of any content of this nature the information will be shared with the employer of the student responsible.

Should any health and wellbeing concerns be raised because of disclosures made by the student within this workbook, the employer of the student will be informed.

NOTE

Your workbook will be submitted electronically via Turnitin on Moodle. Guidance on this is in the Student Handbook.

Remember that the workbook is YOUR responsibility you must not rely on the assessor or anyone else to pick up any confidentiality breaches as this is your work and you must accept full responsibility for confidentiality. Meeting all the confidentiality requirements is very important.

Dyslexia and other special circumstances

If you have any condition that you feel may affect your ability to deal with any part of the programme, please see the Student Handbook for further guidance. The University has a Student Services Unit that may be able to help but ***it is the learner's individual responsibility to contact them.***

Guidance:

- *Your workbook must contain the items specified in the table below (clearly identified and in the order given).*
- *You should use this document (electronically on Moodle) - insert your text / answer within each section of this workbook.*
- *You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Word Doc file is acceptable. Do not send a scanned file from a photocopier, an apple.dot file, or a Microsoft publisher file as Turnitin will not be able to assess them despite you being able to upload them.*

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Workbook	Area of Professional Practice	Word count
Task 1	Understanding the Police Officer Role	2500
Task 2	Communication Skills – Social Media	2500
Task 3	Leadership and Team Working	2500

Task 4	Coaching, Mentoring, Assessment	2500
	Bibliography	
	Total	10000

Task 1

Relevant areas of the National Policing Curriculum:

Understanding the Police Officer Role.

You must choose a policing incident in which you played a significant role with an offender/service user/victim and reflect on what happened.

Critically evaluate the strategic role of the College of Police in professionalising policing in the U.K.

Evidence how you are working to fulfil the role of a modern professional police officer now that you are in your final year of probation.

Critically reflect upon how your final year of probation has seen your role as a police officer change.

Consider the strategic Policing requirement, Policing Vision 2025, the Workforce Transformation 2018 and the College of Policing's 5 Year Strategy.

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I am going to research and discuss the role of the College Of Policing within U.K Police forces. I am going to discuss how I am currently working to fulfill the role of a professional Police Officer with the standards set by the College Of Policing. I am also going to discuss and reflect upon the last three years as a Police Officer and how my role has changed over this period.

In the United Kingdom Police Forces in both England and Wales are governed by the College of Policing. The College of Policing is a professional body w was established in 2012 which creates guidelines and policies in relation to training and recruitment of new officers. The College of Policing is an example for all the officers that provides professional police with a voice regarding standards, talents, and competencies (Rogers and Smith, 2018). According to Bakes (2014), the College of Policing has adopted a five-year strategy to raise standards since policing has changed over the years. This will help in supporting police officers, academics, researchers, the general public and the entire policing community. College of

Policing sets the standards expected of all Officers including the code of ethics. College of Policing provides training and guidance in order to help Police Officers achieve best practice to preserve life and prevent crime.

Police is a profession that deserves competent individuals in terms of skills and conduct in the workplace. Besides, these activities are made possible through training and education. The College of Policing in England and Wales is a professional body that represents the interests of the country's law enforcement personnel. When the National Policing Improvement Agency (NPIA) was decommissioned in 2012, the college of policing was established to assume some of the agency's training and development functions (Rogers and Smith, 2018, p. 34). At the same time, the National Police Library was transferred from the National Policing Improvement Agency. The college and the government are at arm's length in terms of the relationship. There is a vast range of training available to police officers, including a series of actions, events, and exercises that are aimed to raise the competence of police officers. In this sense, the college has been charged with building competence and requisite training skills among the police forces of Wales and England.

In addition, the college of policing is designed to instill a code of conduct among all individuals working in "police service in England and Wales." When the College of Policing was established, it produced an ethical code of conduct in 2014, marking the first year of the professional organization's existence. All law enforcement community members are expected to follow the code of conduct (Rogers and Smith, 2018, p. 35). In daily situations, law enforcement's high

standards and values are promoted and reinforced through this decision-making framework. To empower law enforcement officers with a sense of personal responsibility and authority, they must make the best decisions possible. In this way, all regulations, procedures, findings, and acts taken by police officers are guided by police ethics rather than a piece of paper.. Therefore, a code of ethics and general expectations of Wales and England's police service by the society are instilled in the college of policing.

College of Policing currently provides support in relation to the new scheme which has been implemented since 2019, whereby new recruited Police Officers must hold a degree or must agree to achieve a degree within a three-year period. Officers achieving this degree level qualification allows them to learn about the law and policing and also helps professionalize the officers serving the general public.

In 2019 I started my career with South Wales Police under the apprentice scheme as I did not hold a degree. I attended initial training for a six-month period where I studied law and legal practices and then undertook exams as part of the degree scheme. As part of my first year in probation I also had to complete a complex competency portfolio which allowed me to evidence my learning and skills which I had developed and achieved. I completed this portfolio with the help of my tutor and colleagues who would guide me through incidents and scenarios, they would also

act as a witness when I achieved a certain competency, they were able to certify my achievement, and this was collated and returned to my learning development sergeant who would agree and sign the portfolio deeming competent in these areas. To achieve required competency's, I had to attend and be confident to deal with a range of different situations such as, sudden deaths, domestic violence, obtaining statements and managing property.

Alongside the above I had to complete workbooks provided to myself by the University which would require me to research topics relevant to my role such "Policing Communities and Evidence based Policing". Conducting the research was interesting and educational to myself as had I not been part of the degree scheme it may have been information and learning I would not have been aware of or achieved. Completing the workbooks improved my academic writing and ability which has been a significant help when obtaining statements, especially those which need that much more detail and understanding. I believe this is helping me fulfill my role as a Police Officer proudly and professionally.

As a Policing student, my time completing university work has prepared me with the necessary tools to know how the legal and court system worked. I also had gained some knowledge and skills on how to handle offenders before I had started on shift as a response officer which has aiding me in becoming a more a competent professional Police Officer.

My final year as a Police Officer of has transformed my perspective of the entire police service. After completing two years as a response Officer, attending a range of different incident I have realized that the job of a police officer is not easy, and it genuinely challenges an individual's physical and mental strength. I obtained a firsthand look at the challenges of law enforcement. I also learned more about how the judicial system runs, which has ignited my interest in the law. This also made me realize how the criminal justice system is broad, and each of the officers has different skills and abilities. However, the experience and skills I have obtained while working on the front line as a response officer has enabled me to comprehend how successful and crucial a professional Police Force is to our communities and social preservation. Nevertheless, I have always wanted to be the police and have a passion for helping the people and the community. On reflection I am happy with how I have progressed throughout the three-year period, I am aware that I have made mistakes but have always looked to learn from them and move forward. I am confident in my academic ability in relation to obtaining statements and completing complex forms which I believe is down to having to study for a degree, this has helped me gain a range of skills I can put forward and will stay with me throughout my policing career.

As the end of my probation approaches, I look forward to what my career will bring and will definitely look to up keep the new skills I have learnt and continue my higher education learning journey. I imagine the college of policing will play a vital role in my development over my career and will be there as governing body for guidance and support when and if needed.

Relevant areas of the National Policing Curriculum:

Communication Skills, Social Media, Communication Strategy

You must choose a policing incident in which you played a significant role with an offender/service user/victim and reflect on what happened.

Critically evaluate your experience of the use of social media as a means of informing and engaging with the community and promoting policy initiatives.

Consider the force policy on using social media for professional information and engagement purposes.

What social media platforms are used by policing?

What are the benefits and risks of using social media?

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I am going to discuss the use of Social media within the police force. I am going to discuss my experience with using social media as a police officer and how this has changed over the years. I will also discuss what social media platforms police use along with the benefits and risk of using social media within the policing arena.

Over the past couple of decades, there has been an exponential increase in internet usage following the widespread adoption of social media platforms and the rise of mobile communication technology. Social media platforms such as Twitter and Facebook have millions of active registered users. Many people use these platforms to connect with others, share information, and as a source of news to others. We also as police officers have accounts on various social media platforms, which we use to interact or share information with the general public. I have access to an account on Twitter, where the account is registered for the local area in which I police. I regularly share important information, mainly about policing, with followers. For instance, whenever there is an emerging event such as traffic in the city and a police manhunt, I tend to update such details on my timeline to update my followers to act with precautions. From my personal experience, the use of social media as means of engaging and informing the members of the public has both benefits and dangers.

These platforms offer police officers direct communication with the public which is almost instant, through which they encourage community members to participate in policing and provide information and reassurance. Unlike traditional one-way forms of communication, social media platforms facilitate interactions and conversations among users. Through social media, we as police officers timely share information with the public and reach out for assistance. These practices are good in aiding the police to establish a positive rapport with community members, making them more open to sharing valuable information I have experienced that the use of social media can help prevent crimes, accelerate criminal investigation, and enhance public relations. With good public relations, members of the community tend to be more open in sharing information about current crimes occurring in their neighborhood, suspected criminals, and illegal activities that often goes undetected. I believe that the use of social media platforms has the great potential to re-invent the way police officers interact and communicate with the public, improving neighborhood policing.

Another positive to the use of social media is a way of finding missing people, within my police force we have a lot of people who go missing, this is not always for a negative reason but they have not made contact with home or a loved one. However in these incidents we need to find these people as soon as possible to ensure their safe and to reassure the family members. A way of finding missing people or gain information regarding their whereabouts is to post this particular incident

on Facebook. This allows thousands even millions of people to see that this person is missing and that we need their help to locate them. Social media allows members of the public to communicate with the registered police account and can often provide vital information instantly which we may never have gained without the use of social media.

Police accounts also post information regarding charities or helpline numbers for various different things, such as, domestic violence, child abuse and mental health. This provides help and direction for people who may not feel confident or able to ring in and ask for help.

However, on the other side, the use of social media by police officers also poses a grave danger. It is attributed that missteps in the use of social media can significantly compromise the safety of Police officers and criminal cases. The use of social media is likely to expose the police department to criminal liability and embarrassment. Since criminals are also on social media platforms, they tend to send wrong information to divert the attention of the police officers or keep updated on proceeding cases. Criminals continue to engage in criminal activities, while they hide behind fake online accounts.

The use of the internet and social media has grown dramatically over the past couple of decades. Twitter and Facebook have become effective platforms for informing people to take advantage of public service and engaging the community to attend events. Police forces can use social media platforms such as Twitter and Facebook as effective tools to disseminate and socialize information to members of the community. Though social media are seen as effective communication channels that police officers can easily use to engage and inform the general public, their use also poses risks such as compromising the safety of the police officers. Police forces need to implement appropriate control and regulation that guides how to use social media. In many police forces, officers are restrained from opening social media accounts and posting their work.

At present my police force policy states that we can use police accounts through social media however we must keep officers full names hidden and any personal information regarding officer names or where they live must remain confidential. The use of the police account must always be professional and any content posted must be appropriate. Before any officer makes a post online they must have it approved by a member of the digital media team to ensure all points have been met in regard to confidential information and officer safety.

In conclusion It appears there are both benefits and risks to police using social media platforms however with the community's in which we live becoming more technical it would see police forces would miss out on vital information from members of the public and social media has become a common use of communication. Police forces must continue to keep officers personal information confidential and their safety must always be considered when using such platforms. Social media will be a way in which forces communicate and with technology always improving it appears social media will be used for much more than communicating in the near future.

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Task 3

Relevant areas of the National Policing Curriculum:

Leadership and Teamworking

You must choose a policing incident in which you played a significant role with an offender/service user/victim and reflect on what happened.

Critically evaluate and evidence your flexibility in leadership style.

Critically analyse leadership strategies that you have developed to manage a range of different operational situations.

Consider leadership models commonly used in policing.

How were you able to apply a change in leadership style/strategy to reflect changing circumstances?

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I am going to discuss and evaluate different leadership strategies and how I have developed different leadership skills to manage operational

situations and differences. I am going to evaluate how I have learned to adapt different leadership and flexibility within my workplace as a Police Officer for South Wales Police.

In different life situations, an individual is entitled to the authority to lead and influence other people (Daniels, Hondeghem & Dochy, 2019). This ability is defined as leadership, and some communities believe that leadership is inborn while some believe leadership is nurtured. In my experience and opinion, leadership is nurtured since an individual has to develop particular characteristics such as intelligence, authenticity, self-efficacy and motivation. These characteristics are essential since they help a leader guide people or team members, depending on the situation. In different, some great leaders such as Nelson Mandela and Mahatma Gandhi are believed to have been born with traits that portray leadership, resulting in their presence in the leadership hierarchy of South Africa and India, respectively. Furthermore, leaders utilize leadership strategies that improve their efficiency. In law enforcement agencies, leadership is a vital component mainly exhibited during operational situations. Operational situations in the policing community are the activities and responsibilities that police officers are tasked with daily. Therefore, this paper seeks to discuss my flexibility in leadership styles.

Leadership within the policing community change not just on a daily basis but can be from minute to minute depending on the situation that has risen. Atmosphere and situations can change ever so quickly as a police officer, mainly due to the incidents we attend, some of which individuals we are dealing with can be calm and compliant and out of nowhere the situation can escalate and become violent. As an officer in my year three probation, I often find myself being the most senior on shift which means I on occasions am the leader needing to help and guide newly recruited officers. This requires me to be flexible in regards to leadership as I sometimes need to take the step back and allow a more experienced officer than myself to take charge and delegate actions or tasks. On the other hand it is becoming more common that I am the person who needs to guide and support my colleagues which means I have to be flexible within my ability as a leader and colleague. I try and offer advice or explain the results of previous incidents in order to

help the situation run smoothly and to get the best result for the public which allows my main priority.

Over the last three years, I have developed specific leadership strategies that will help me manage a range of different operational situations. My main focus will be on reducing violence while in the role of a response officer on shift. Hence, as a leader, I will practice specific leadership strategies, including proactive policing, which entails formulating and implementing ways through which crime can be reduced or curbed in the community (Koper, Lum, Wu & Fritz, 2020). The leadership strategy enables me to anticipate crime and determine crime patterns, resulting in posting officers in particular areas where crime is most likely to occur. I believe this will reduce many violent crime incidents that happen in such locations. Secondly, I would encourage focused deterrence, which aids in creating an interpersonal relationship between service providers, societal members and police officers, aiming to create an a relationship that will solve chronic crimes in the community. Chronic crimes are crimes committed frequently, including drug use (Guo, Zhang, Liu, Mei & Yang, 2022). At the same time, I would build trust between members of a community and the Police as a leader to increase cooperation from people. I believe trust is vital, and it may result in effectiveness when handling policing operational situations like reducing violence.

Drug or gang related violence has been a significant problem in the community because of the illegal supply of controlled drugs on the streets and the illegal carrying of illegal drugs by gang members. Recently, I was involved in a policing operational situation where I had to deal with a victim who had been assaulted due to the supply of illegal drugs it was believed. Fortunately, the victim was not severely wounded since the assault was stopped by members of the public. After receiving an anonymous phone call by a member of the public I and my colleagues were able to attend rapidly and managed to assist the victim and start an investigation. During the incident, the victim was struck to the head with a weapon a number of times causing a bleed to the head and significant swelling. The male who was believed to be the suspect and also one of the gang members fled the crime scene. Therefore, as the leader, I ensured the victim received immediate medical attention. Despite numerous leadership styles, I decided to use the transformational leadership style, which enabled me to create a close interpersonal relationship with the societal members (Fareed & Su, 2021). As a result, I convinced some people to offer first aid to the victim

before the ambulance arrived. Therefore, I was able to apply a change in leadership style to reflect the changing circumstances by showing other law enforcement officers that they can connect with societal members.

In conclusion, leadership is the ability of an individual to lead and influence other people because of the authority entitled to them. Some communities believe that leadership is inborn, while some believe it is nurtured through developing particular skills and traits to lead. Numerous leadership strategies can be used in policing, including proactive policing and building trust between community members and police officers. Besides leadership strategies, specific leadership models can solve operational situations in the policing community. I am aware that in during my career I will need to become the leader in certain situations and will have to put to practice leadership models used by police forces. I will look to learn and attend any training in relation to leadership and will learn through my colleagues.

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Task 4

Relevant areas of the National Policing Curriculum:

Coaching, Mentoring, Assessment

Critically reflect upon your three-year probation:

How have you benefited from mentoring and coaching?

How has it helped you to meet personal, professional and organisational goals?

How has it aided you to learn, develop and perform in the workplace?

Consider relevant coaching and mentoring definitions along with current coaching and mentoring theories used in policing.

How do you provide and receive feedback?

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I am going to discuss and reflect on my last three years as Police Officer on response at South Wales Police. I intend on discussing how I met professional and organisational goals and also what coaching and mentoring I received during this period. I will discuss how these theories benefited me throughout the last three years. I am going to use GIBBS (1988) Reflective Cycle to do this.

I started my Policing career in September 2019, this entailed attending initial training which lasted for sixth months. During this initial sixth months, I learnt the relevant legislation required to be a competent Police Officer, I also took part in many role play scenarios in hope to prepare for the outside world. I had to pass a number of exams in order to progress to the next stage of my probation. The next stage I was supported by my mentor who was an experienced Police Officer and had been given relevant training to be a mentor to new student officers. My mentor spent a set amount of time guided and supporting me through my tour of duty and helped me gain the relevant skills and experience to be deemed competent to work by myself. Once this had been assigned I carried my career being coached by my colleagues.

Coaching involves giving support and guidance to increase and maximise self-learning and development requirements, while mentoring involves sharing expert opinions and knowledge of a given role to assist others in becoming better; I gained a lot due to this during my three-year probation as a police officer. Professionalism has become a critical discourse for police force development in the United Kingdom in recent years. This has resulted in a shift away from traditional training techniques and programmes to a formal and acceptable higher educational programme that has improved professionalism in the police force. The recent development in the policing field made modernization an important concern for development at workplaces to meet the Twenty-First Century demands. I have learned a lot during my three-year probation as a police officer in Wales, which has helped me expand my knowledge since I learned a lot from people who already have those hands-on experiences.

My coaches played critical roles in leading and directing me towards achieving my goals; they provided me with the space and opportunity to teach myself how to think independently. The coaches and mentors achieved this by asking me questions about my roles and observing my responses; this improved my confidence and expanded my knowledge of subjects I didn't understand better. As a Police officer, I engaged offenders in the courts, community, and those in custody to ensure that I make the community safer; I interacted with the offenders, victims, police, and prison service colleagues regularly under the guidance of my bosses and the coaches. I acquired job-specific guidance and direction about the various complex roles as a police officer that are essential for the service.

A per GIBBS Reflective Model, I remember feeling very overwhelmed at the start of my career due to there being so much to learn but also much to remember. I was very aware of the responsibility I was now carrying and the high expectations set by not only my organisation but the general public also. I was excited to learn and willing to make the most of my mentor and any coaching I would receive from my experienced colleagues. My confidence grew throughout the three years, I am now coming to the end of my probation period and am pleased with how this time has gone, I am very aware of how young in service I am and will always attempt to learn and be guided by my peers.

Through coaching, I got the opportunity to learn from the senior employees of the service, which helped improve my confidence and expanded my knowledge of the new roles ahead. The three-year probation period also allowed me to sharpen my skills while learning from my mistakes and minimizing the risks of their recurrence; this helped ensure that I left the place with enough skills needed to succeed in the policing field. I have met my personal goal of fulfilling my long-term dream of serving as a police officer with South Wales Police through coaching and mentoring. I feel satisfied with my career trajectory since this is what I have been looking forward to since my childhood. The experience that I have gained through the probation period will go a long way in ensuring that I offer my best in serving the community to make it better happy with my profession since I believe it helps me serve my country better.

In conclusion, while I gained invaluable service during the probation period, I also acquired useful experience and development in leadership and supervisory skills important in different work areas. The probation period under my mentors and coaches' supervision provided me with tremendous value that will be useful during my time in the service confident of working to my full potential because of the quality coaching that I received during my probation. This will translate to the police service achieving its objectives and mission with competent leaders within its ranks.

Going forward in my career I intend on carrying the new skills and experience I have and hope to pass my knowledge on to new student Police Officers starting their career as I am very aware of how daunting this time can be. I wish to expand my knowledge further in hope of achieving a secondment to the Criminal Investigation Department where I hope to receive a mentor for a short period of time to support me in this area. I wish to accomplish as much as I possibly can during my career.

South Wales Policer offer a training programme for leadership and mentoring, this is something I can considering however this will be in the near future but not immediately as I need to gain the skills and knowledge required to be able to competently help junior colleagues. I am grateful for all the help I have and continue to receive from my colleagues and the important part these people played in helping me with my role and career. The guidance I received at very beginning has helped me become the confident person I am now.

I believe I'm now ready for the task ahead of me, and I promise to do my best in a job that I have always longed to have.

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Bibliography

The bibliography should only include sources referenced within the workbook using the Harvard referencing system. Information about referencing in written assignments and how to avoid plagiarism can be found on Moodle. It is important that you are aware of the importance of ensuring that the work submitted is your original work.

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