



Student Police Officer – Police Constable Entry Programme (PCEP): Why I am Suitable

ECSO6006

2100181

Assignment 1



Introduction

01

This presentation will identify four key competencies needed for the role of a Student Officer in Merseyside Police (Merseyside Police, 2022)

02

These competencies will then be linked to my skills and attributes using the STAR (Situation, Task, Action, Result) model, with the aim of linking my previous experiences to the role (National Careers Service, 2025)

03

Finally, an exploration of where I want to progress to in my career will be outlined and how I believe I can get to this position will be analysed (College of Policing, 2025a)

Image 1: A Role Model for the Standards and Values of Merseyside Police

A Role Model for our Standards & Values

I am known as a role model. People talk about the good things I have done. People want to work with me.

Merseyside Police – The Leadership Framework

JUST LISTEN

Active Listening

I listen to understand, so:

- I listen more than talk
- I don't judge what others say
- I am curious and ask for opinions

Care and Respect

I value and care about others, this is seen in:

- my body language
- warmth towards others
- the time I give people
- the genuine interest I show

Emotional Intelligence

I recognise and manage emotions:

- I don't have emotional outbursts or stop speaking to people
- I have healthy self-esteem (feeling good about myself, knowing I deserve the respect of others)
- I notice emotions in others & adjust my behaviour appropriately

JUST LEAD

Pride & Direction

I have pride:

- in my work & environment
- attitude & behaviour
- appearance
- honouring commitments

Responsibility

I accept responsibility for my job and behaviour, consistently delivering the results and behaviours expected of me

Trust – Honesty & Humility

I am honest, talking straight, but sensitive to the feelings of others so people trust me

Delivery

I am capable, having the knowledge, skills and behaviour to do my job (or I have a plan to work towards this)

JUST THINK

Making Decisions

I make decisions and solve problems, giving people confidence in me

Continuous Improvement

I look at ways to improve things, being proactive and getting support to implement my ideas

Adapting Plans

I recognise the importance of learning - reviewing what went well and what could be better without blaming anyone or being defensive

Change

I accept things change, so I ensure I ask questions to understand why so I can be positive and support change

JUST TALK

Teamwork

I am enthusiastic about working with others, sharing my knowledge, skills & experience without being asked

Courage –Speaking Up

I have courage, speaking up when things are wrong and challenging when people are left out, as well as supporting inclusion

Performance Feedback

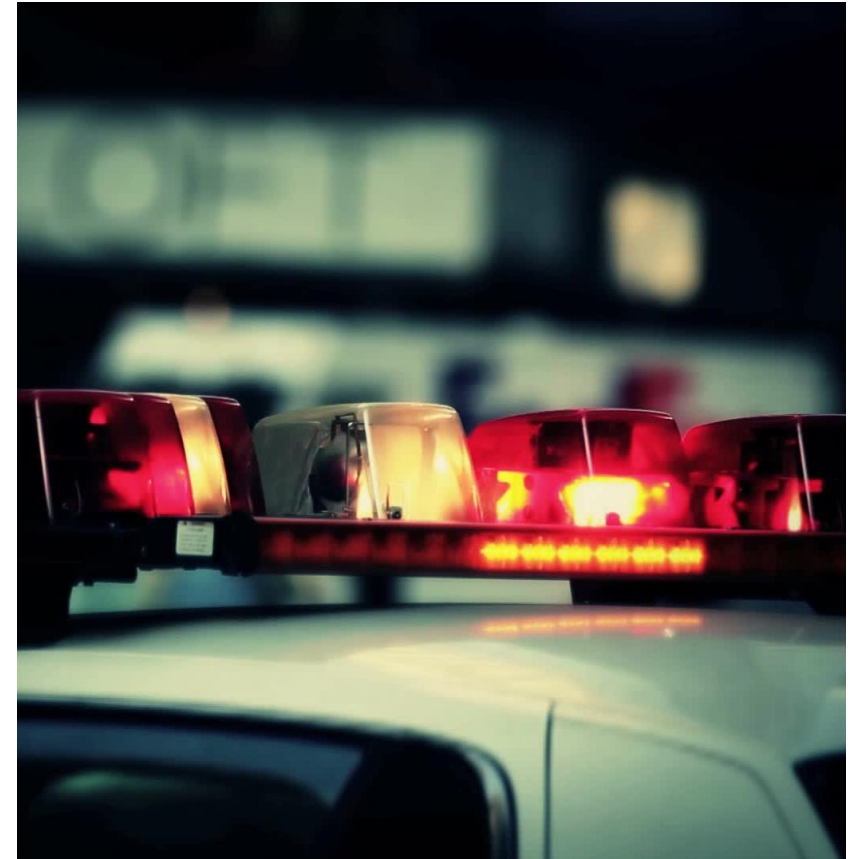
I talk about performance, regularly asking for feedback and giving others feedback to improve personal effectiveness

Relationships/Collaboration

I build relationships, looking for relationships with people different from myself, so I learn and become a better person from their experiences

Just Lead and Just Think – Responsibility and Adapting Plans

- Police Officers must be able to take personal responsibility for their actions to support their own personal development, which will help to deliver the results expected as part of their role (Merseyside Police, 2022)
- Additionally, Police Officers must be prepared to adapt to new and complex situations (Merseyside Police, 2022)
- From these situations, a Police Officer is expected to reflect upon what went well and what didn't go well, so that they can approach a similar situation in a more informed way in the future (Merseyside Police, 2022)
- This is known as Reflective Practice Learning (Hargreaves and Page, 2013). How I have previously utilised reflective practice will now be explored (Hargreaves and Page, 2013), to show how I can take responsibility and how I can adapt to difficult situations (Merseyside Police, 2022)



Situation

- In my second year of my Sociology Degree, I undertook an observational placement at Pembrokeshire County Council
- As part of this placement, I was able to spend a day at a Flying Start Centre. Flying Start Centres are there to support families with young children with childcare and learning, often using a multi agency approach (Pembrokeshire County Council, 2025)
- As part of my day, I was able to shadow a Social Worker while they were taking duty calls
- There was one call that I found concerning, which involved an individual who had been a victim of domestic abuse who believed that their child was at risk due to their ex-partner

Task



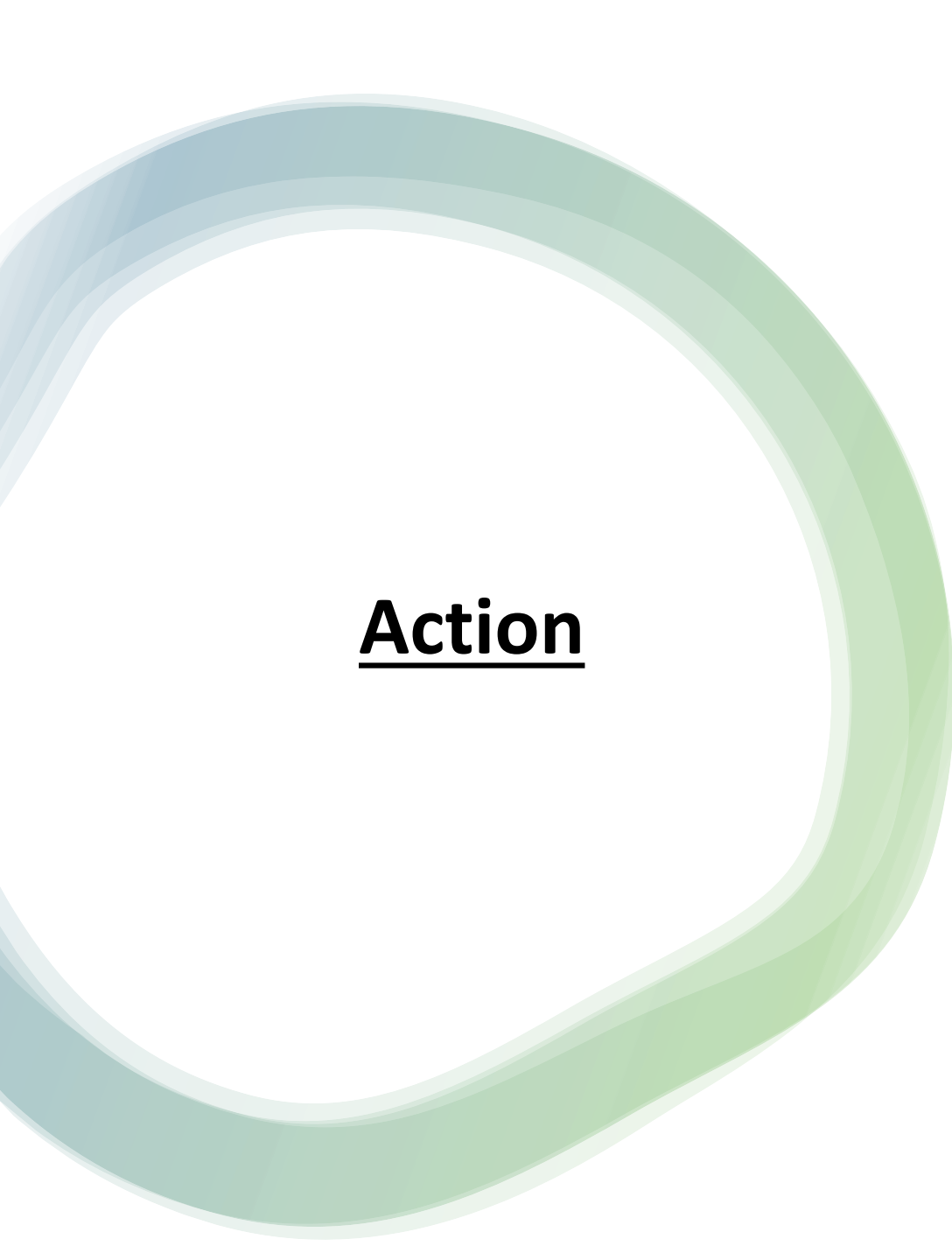
To listen to the call, where I wanted to think about how I would handle the call if I was in the shoes of the Social Worker that I was shadowing



To ask questions so that I could gain an understanding of how my mentor for the day was able to adapt their approach to distressing calls, and how they would then reflect on these calls



To think about my own thoughts and feelings on reflection, and to speak about them and seek feedback if necessary



Action

- To really listen to the call with the aim of reflecting upon how I would adapt to the situation, I utilised active listening skills. According to Rogers and Farson (2007), active listening is about listening ‘for total meaning’ (Rogers and Farson, 2007, p. 4)
- This means that to active listen is to completely grasp what is being said and seeing the speaker's perspective, by taking an interest in what they are saying and conveying, without trying to interrupt and change the direction of conversation (Rogers and Farson, 2007)
- When I gained knowledge of their perspective, I wanted to learn more, and I took responsibility by asking further questions about the knowledge that I had gained
- Misra, *et al.* (2018) has explored the ‘Learning by Asking (LBA) paradigm’ (Misra, *et al.*, 2018, p. 11)
- For this paradigm to work, the individual asking questions must have gained some knowledge of the situation so that the questions asked are meaningful for the purposes of learning (Misra, *et al.*, 2018)



Action Continued

- I had already gained knowledge using active listening to understand how I would adapt to the situation (Rogers and Farson, 2007), I then took responsibility for my learning by utilising the LBA model, to fully understand the situation and how I can implement my learning from this in the future (Misra, *et al.*, 2018)
- I also wanted to do something about how the situation made me feel.
- By considering relevant models of reflection, such as Gibbs's Reflective Cycle (Gibbs, 1998), I sought to address this by seeking feedback from my lecturer on the event so that I could discuss my feelings

Result

- By actively listening (Rogers and Farson, 2007) and learning by asking questions (Misra, *et al.*, 2018), I was able to understand the perspective of the Social Worker that I was shadowing, and I was able to reflect on how I would adapt my own approach and plans if I was in a similar situation
- Through learning by asking questions (Misra, *et al.*, 2018) and by taking a model of reflection into account, I took responsibility to learn and work through my feelings about the situation by asking for feedback (Gibbs, 1998)

Result Continued

- From this situation, I learned the value of active listening and how it changed my own perspective (Rogers and Farson, 2007)
- I also learned the value of working through my emotions in a professional way by seeking feedback and working through the situation using a model of reflection (Gibbs, 1998)
- As a Police Officer, I understand that I will have to constantly reflect upon my own performances and know when to adapt my approaches when necessary (College of Policing, 2025b).
- In this situation, I learned that I could seek feedback and ask questions to aid my own reflection where necessary, and I feel that this will be invaluable in my future role as a Police Officer (College of Policing, 2025b).

Just Talk – Courage and Speaking Up

According to Merseyside Police, to display courage is to challenge things that are wrong, and to speak up to support others when necessary (Merseyside Police, 2022)

Police Officers are held to the highest of professional standards (College of Policing, 2025b). Therefore, Officers must have the courage to challenge behaviour that falls beneath these standards (Merseyside Police, 2022)

Merseyside Police (2022) also argues that displaying courage helps support inclusion, which is the belief that everyone should be encouraged to be able to express themselves in the workplace, and that everyone should be treated equally (Hodkinson, 2011)





Situation

- In my previous job at the National Trust, I worked as a Welcome and Service Assistant
 - As part of my role, I was tasked with selling car park tickets in very busy car parks and promoting National Trust Membership
 - During my first month, I was shadowing another colleague, when I discovered an issue, which was that individuals wishing to buy a car parking ticket could only do so with cash, as we did not have a PDQ machine, and there was no signal for individuals to pay by phone as the car parks were in very rural locations
 - This led to me, my colleagues and members of the public feeling frustrated, as many members of the public could not pay as they did not carry cash. Because of this, I decided to speak up and act, with the backing of my colleagues as I wanted to include their perspectives
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Task



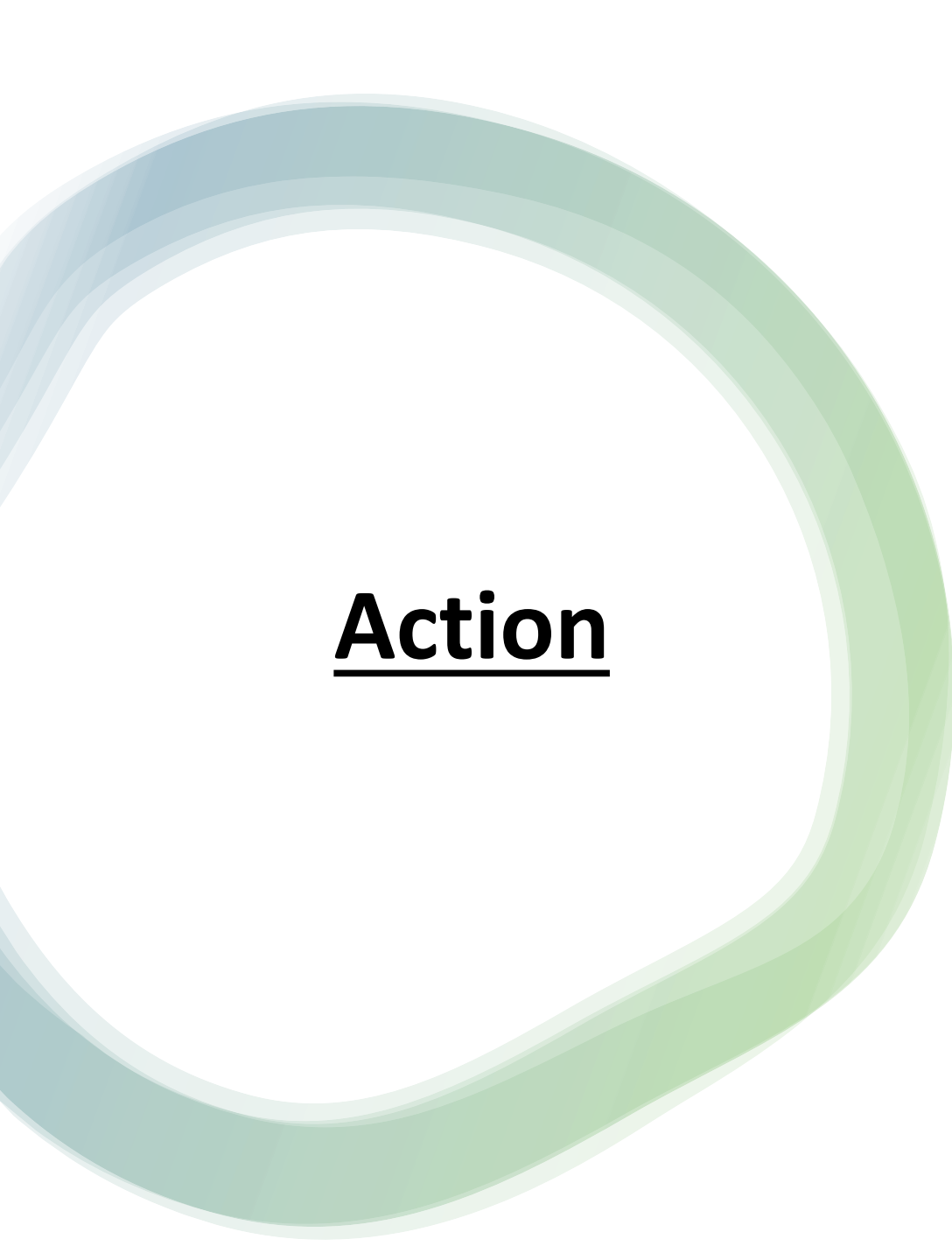
To communicate the issues that me and my colleagues were having to my manager in a professional manner



To suggest solutions to the problem, instead of just highlighting the issues



To implement any changes made from my suggestions



Action

- I initially consulted with my colleagues to solve the problem by asking them how I should go about informing my manager of the issue
- Problem solving in this way requires a 'mutual engagement of participants in a co-ordinated effort to solve the problem together' (Avouris, Dimitracopoulou and Komis, 2003, np)
- This way of working allowed for experienced colleagues to advise me
- This way of working also allows for a joint effort in analysing the needs of colleagues and members of the public (Avouris, Dimitracopoulou and Komis, 2003)



Action **Continued**

- I then sent an email, being mindful of staying professional. I reminded my manager that the National Trust prides itself as being an inclusive organisation
- Therefore, the National Trust should make every effort to cater to all types of payment, to make it easier for the public (National Trust, 2025)
- By being professional, I avoided letting my emotions and frustrations get in the way
- Cottrell (2011) highlights the importance of utilising caution when using emotive language in a professional setting, as this could have a negative impact on arguments being presented

Result

- After I sent the email, my manager spoke with me and informed me that a meeting would take place with other managers to discuss the concerns of the team and to produce solutions together by problem solving through collaboration (Avouris, Dimitracopoulou and Komis, 2003, np)
- All the team was then told the outcome of the meeting, and the solutions that would be put in place
- The counting of ticket sales were changed to allow us to be more efficient. In addition, our team were given portable PDQ machines
- This allowed for members of the public to be able to pay by card for a ticket, without worrying about being fined

Result Continued

- This brought the National Trust more in line with their aims to be an inclusive charity (National Trust, 2025)
- From this situation, I learned about the importance of showing courage and speaking up when there is a problem. On reflection, I changed the situation for the better by doing this
- As a Police Officer, I will need to speak up and challenge behaviour that I think is wrong, and display courage when doing so (Merseyside Police, 2022)
- In this situation, I learned that I could do this, and I was able to put the needs of my colleagues and members of the public first, which is an what I must always do as a police officer (College of Policing, 2025b)

Just Listen – Care and Respect

- Police Officers must always display care and respect to members of the public and colleagues, by actively listening to concerns (Merseyside Police, 2022)
- Active listening in this context involves the use of;
 - ‘Warm body language’ (Merseyside Police, 2022)
 - ‘Warmth towards others’ (Merseyside Police, 2022)
 - Giving time to others to express their thoughts and emotions (Merseyside Police, 2022)
 - Showing genuine interest in these thoughts and emotions, even if they go against the beliefs of the practitioner (Merseyside Police, 2022)





Situation

- While I was working for the National Trust as a Welcome and Service Assistant, I was faced with a situation where the car park I was responsible for became full very quickly at the start of the shift, and I was working on my own
 - Because of this, I placed signs out at the top of the drive down to the carpark, which stated that the car park was full
 - However, some individuals would still try their luck, and one individual drove down and attempted to park
 - After a while, the individual drove to where I was stationed and as I approached, they got out of their car and became confrontational
 - They angrily stated that there was nowhere to park and as a National Trust member, the individual believed that they were entitled to a space. The individual also stated that they had driven a very long journey from England, to visit the beach that was closest to the car park
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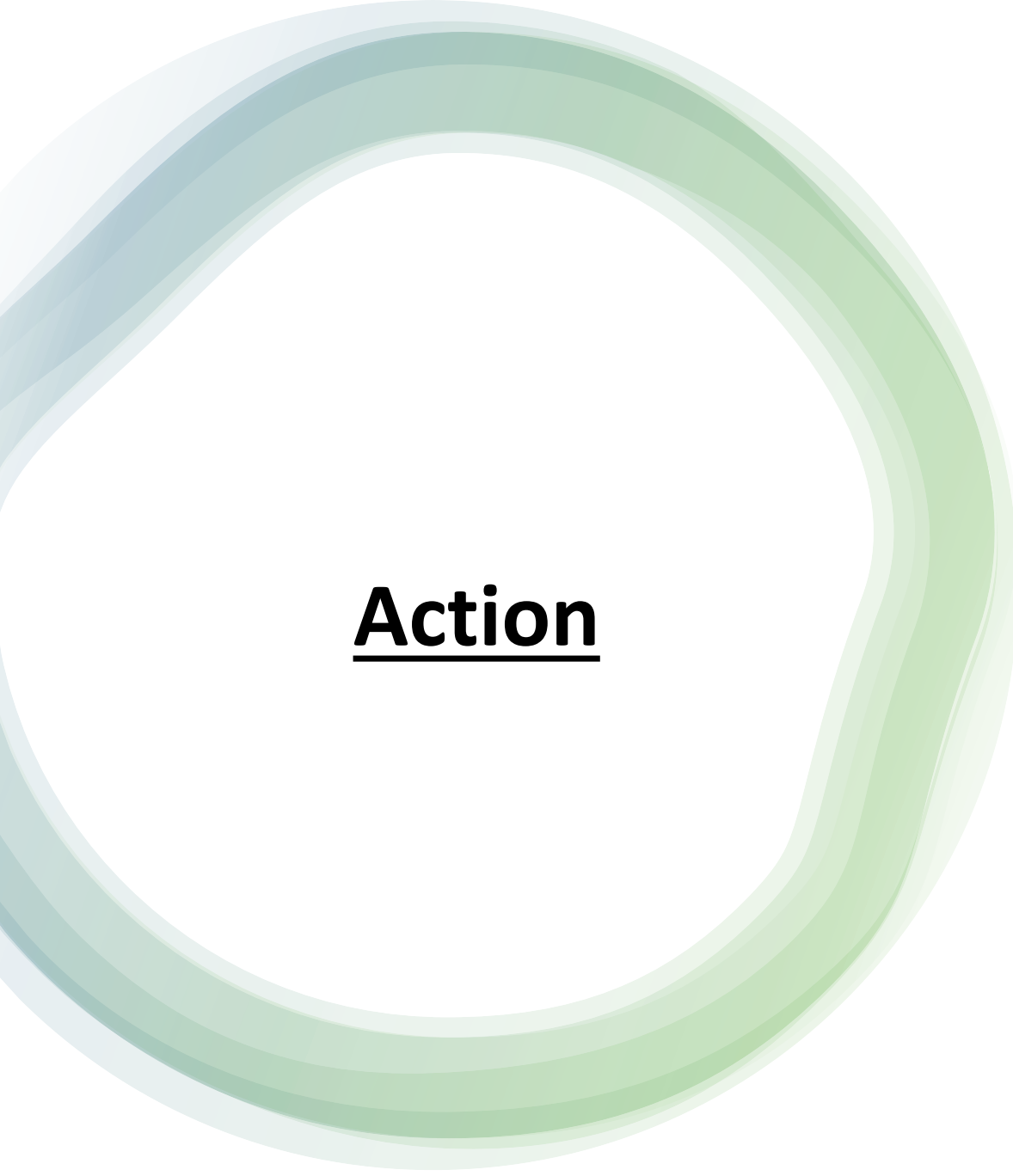
Task



To actively listen to the individuals' arguments and concerns, and to display warm and approachable body language during the interaction to show that I am taking their concerns seriously. Canpolat *et al.* (2015) suggests that practitioners who use this kind of body language can allow individuals to interpret that they are being listened to, and this can diffuse situations

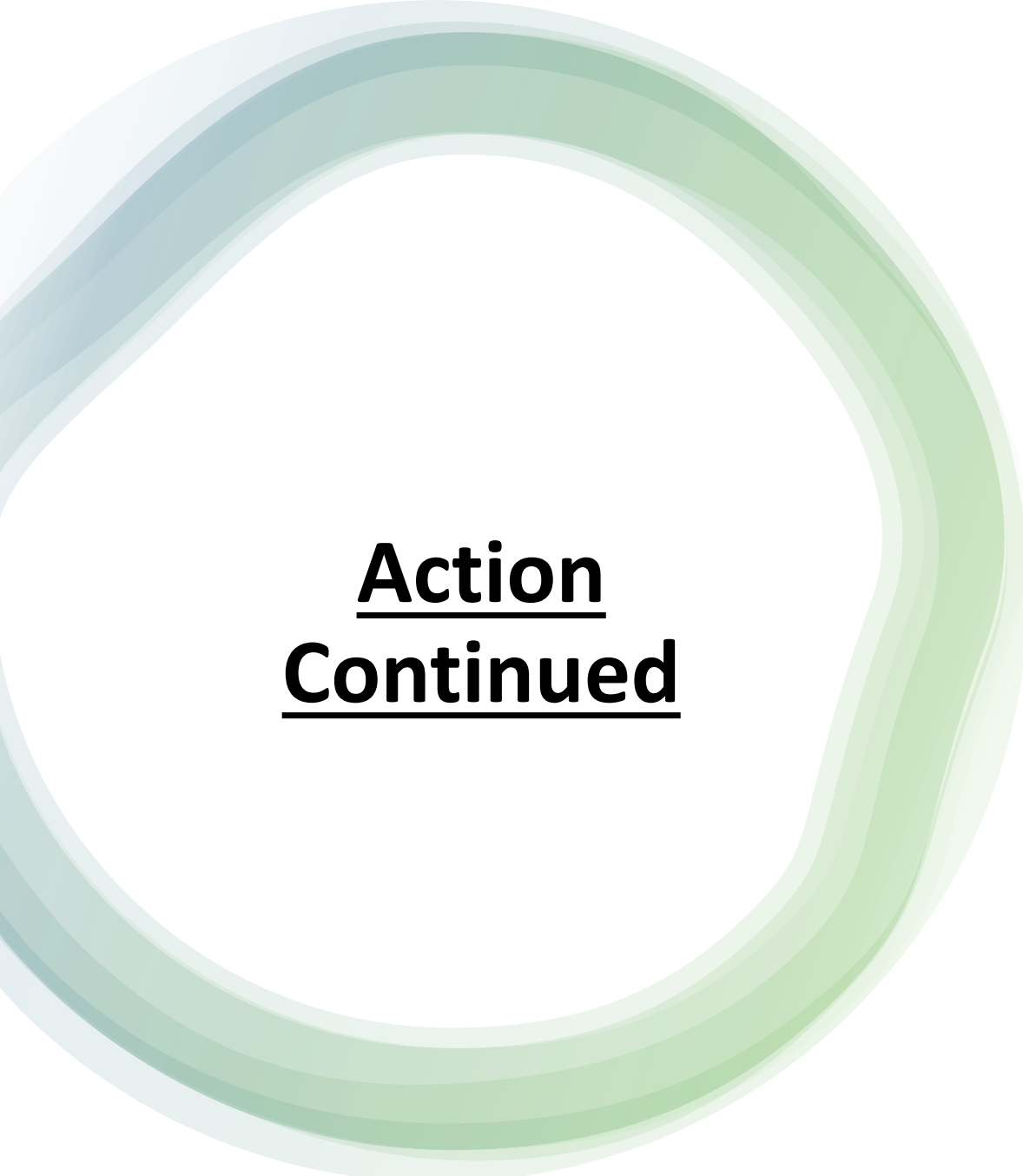


To think on my feet and produce a solution to this individual's problem and apologise for the inconvenience caused, which would prevent an angry confrontation from getting worse. Nguyen and McColl-Kennedy (2003) argues that transparency from service providers can diffuse situations in customer service settings



Action

- I listened to the individuals concerns, I showed sympathy and used open body language. This showed that I was actively listening to them (Canpolat *et al.*, 2015)
- I apologised for the inconvenience and noted that the individual had travelled down with their family.
- I used this to produce a solution by using my knowledge of the local area to suggest to the individual that there was another beach that was overseen by the National Trust that was a 10-minute drive away



Action **Continued**

- I informed the individual that there was an overflow car park there and it never got full, so there would be a space
- I also said that its personally my favourite beach as its bigger and better for families as there is less of a walk to the beach, meaning that the individuals' children could just get straight down to the beach and have fun
- The individual listened and calmed down. They appreciated my input, and they asked for directions
- This approach demonstrated that I was taking the individuals concerns into account by putting the best situation forward that met their needs as best as possible (Nguyen and McColl-Kennedy, 2003)

Result

- The individual calmed down, thanked me and went to go to the beach that I had recommended
- I learned that I could be professional in situations where there is conflict, demonstrating how active listening (Canpolat *et al.*, 2015) and engaging with service users in a positive manner (Nguyen and McColl-Kennedy, 2003) can resolve challenging situations
- This learning is something that I will be able to apply to my career as a Police Officer, where I will need to deal with complex and difficult situations (College of Policing, 2025b)
- While I will be going into these situations facing the unknown, I know that by risk assessing (College of Policing, 2025b) and engaging in a positive manner with individuals (Nguyen and McColl-Kennedy, 2003), I can prepare myself to face these situations.

Local Policing – Why I Wish to Specialise



- As part of my role as a Student Officer in Merseyside Police, I will undertake training in various core areas. These areas are response policing, neighbourhood policing (Local Policing) and investigations (Merseyside Police, 2025)
- During my Sociology degree, I realised that I really want to support communities with the issues that really affect them, as well as wanting to help vulnerable individuals in these communities by supporting their needs and deterring them away from crime
- This is the role of a Neighbourhood Police Officer (College of Policing, 2025a), or an officer in the Local Policing Team in Merseyside Police (Merseyside Police, 2025), who uses problem solving approaches to reduce the impact of crime and disorder on communities (College of Policing, 2025a)

Local Policing – Why I Wish to Specialise



- As a Neighbourhood Police Officer, I could;
 - Utilise the knowledge that I have gained from my sociology studies by utilising theory such as conflict theory, which would aid in the understanding of how different groups in the community interact, and why one group may not have a good relationship with another group (Oberschall, 1978)
 - Use this knowledge in a collaborative problem-solving process, bringing in other agencies if needed to ensure the needs of the community are met as much as possible (College of Policing, 2025a)
- I will be contributing to long term solutions would give me great satisfaction, and this is what drives me to be a Police Officer

Conclusion

In conclusion, I believe that I am competent and that I meet the criteria for the role of a Student Officer with Merseyside Police

I have shown that I am able to display the key competencies explored that are part of the Merseyside Police Leadership Framework (Merseyside Police, 2022)

I also have the experience and knowledge that my degree in Sociology has given me, which can be utilised in the role that I aspire to, which is that of a Neighbourhood Police Officer



Thank you For Listening!

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Image References

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