



# Detainee custody officer certification

Detention services

June 2011

# Detainee custody officer certification

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## Acronyms

BSVR	Baseline security verification records
C and R	Control and restraint
CCNTO	Custodial care national training organisation
CRB	Criminal record bureau
CTC	Counter terrorist check
DCO	Detainee custody officer
DEPMU	Detainee escorting and population management unit
DSCT	Detention services certification team
DSO	Departmental security officer
DSU	Departmental security unit
HO	Home Office
HSE	Health and safety executive
IRC	Immigration removal centre
F/A	First aid
ID	Identity card
IRC	Immigration removal centre
NINO	National insurance number
PCO	Prison custody officer
UKBA	United Kingdom Border Agency
UKBA (M)	UKBA monitor
UKBA (EM)	UKBA escorting monitor
SACU	Security and anti-corruption unit
SEO	Senior executive officer

## 1. Introduction

The Immigration Act 1971 (as amended) provides the power to detain an individual:

- pending examination by an immigration officer for specified purposes at a port of entry and pending a subsequent decision by an immigration officer relating leave to enter.
- where there are reasonable grounds for suspecting they are someone in respect of whom removal directions may be given pending a decision whether to give such directions or pending their removal in accordance with such directions. For example where they:
  - have been refused entry to the UK, pending removal
  - have been notified as being liable to removal having committed an immigration offence such as over-staying or entering illegally.
- pending the making of a deportation order either in pursuance to a court recommendation or following the service of a notice of intention to deport and pending removal where a deportation order is in force against that person.

The Immigration and Asylum Act 1999 provides for the appointment of detainee custody officers (DCOs) to exercise custodial powers in order to hold individuals safely and securely, and to escort them both in the UK and overseas in order to enforce their removal.

Part VIII of the 1999 Act sets out the principles of certification, whereby individuals are recognised as DCOs by the Secretary of State.

This document sets out the UK Border Agency's operational guidance and instructions to its service providers and their staff about:

- how to apply for a certificate
- conditions of certification
- suspension and revocation of a certificate
- extended leave, resignation or changes of employment.

This document will be reviewed bi-annually and issued to service providers and HM Prison Service. A copy will also be placed on the agency's website.

## 2. Background

### Legislation

Part 8 of the Immigration and Asylum Act 1999 sets out the requirements for the certification of detainee custody officers (DCOs) undertaking custodial and escorting duties on behalf of the agency. Section 154 sets out that:

- a person must **apply** to the Secretary of State for a certificate – a certificate cannot be issued automatically
- the Secretary of State may not issue a certificate unless he is satisfied that the applicant:
  - is a fit and proper person to perform the functions to be authorised
  - has received training to such standard as the Secretary of State considers appropriate for the performance of those functions.

Schedules 11, 12 and 13 of the same act set out:

### Conditions

- a contract or escort monitor may suspend a DCOs certification in certain prescribed circumstances where it appears that he or she is no longer a fit and proper person to carry out the functions of a DCO
- the Secretary of State may revoke a DCOs certificate where it appears to him/her that an individual is no longer a fit and proper person to carry out the functions of a DCO.

### Duties of a DCO

- to prevent escape, to prevent, detect or report on an unlawful act, to maintain good order and discipline, and to attend to a detainee's well-being.

### Powers of a DCO:

- to search, both detainees and a person seeking to enter a place where detainees are held
- to use reasonable force when necessary in exercising duties
- to undertake drug and alcohol testing at an immigration removal centre (IRC) for which there is an authorisation in place, in accordance with the detention centre rules
- to require detainees to submit to a medical examination in certain circumstances.

**Offences:**

- to obtain or seek to obtain a certificate by knowingly or recklessly making a false statement.

**Types of certificate**

DCOs will be issued a certificate either to perform custodial or escorting duties, reflecting the differing training needs of these roles. Although legislation makes no distinction in their title, for the purposes of **this document** a person is issued a certificate to either work as a:

- DCO (custody) – for a person who works in an IRC or short-term holding facility;
- DCO (escort) – for a person who works as an escort. Such persons are not authorised to work in IRCs other than for the purposes of receiving or relinquishing detainees in their care.

**Prison officers and prison custody officers**

Paragraphs 154 and 155 of Part 8 of the Immigration and Asylum Act 1999 provide for prison officers and prison custody officers to work in immigration removal centres:

- the Secretary of State may confer the functions of DCOs on prison officers or prisoner custody officers (Section 154 (5))
- a prison officer or prison custody officer may exercise custody functions at an IRC in accordance with section 154(5) or at a contracted out centre under section 150 (Section 155).

**Detention services' certification team (DSCT)**

The detention services certification team (DSCT) fulfils functions relating to the certification of DCOs on behalf of the Secretary of State. In particular, it is responsible for the regulation and implementation of appropriate processes in order to comply with relevant legislation, including:

- receive and process applications for certification
- oversee background checks relating to applications
- issue certificates to DCOs once checks have been completed
- revise process and policy documents as appropriate
- re-issue process and policy documents to service providers every 12 months
- audit compliance with process and policy documents by service providers and the Prison Service.

### 3. Certification process

#### Applications

##### Private sector service providers

Persons who wish to work as DCOs must make an application via their employer to DSCT to be issued with a certificate.

Under no circumstances can DSCT issue a certificate without an application.

Before submitting an application, employers must satisfy themselves as to the identity of the applicant **and** that he or she is:

- a British Citizen with the right of abode in the United Kingdom
- has no conditions on his or her stay in the UK relating to length of stay or employment
- has permission from the agency to take employment in the UK which will allow him or her to take employment as a DCO.

Service providers are also reminded that it is an offence to employ someone who does not have the right or permission to take employment in the UK.

An application must take the form of:

- covering letter of application from the individual's employer
- the baseline security verification records (BSVR) and HO vetting form, signed by the employer
- photocopies of all supporting identification documentation including a clear photocopy of the individuals passport bio-data page (where applicable)
- R2 membership of prohibited organisations declaration
- an enhanced CRB certificate dated within three months of the application
- a signed declaration of the Official Secrets Act 1989.

From the 1 March 2011 the e-vetting process has been introduced to improve the efficiency and effectiveness of vetting. All non departmental public bodies (NDPBs), including service providers, will need to complete their clearance requests via e-vetting. **This process requires that all applicants have access to a valid email address, as the security questionnaire is now completed online.** Further information on e-vetting can be obtained from DSCT if required.

Original copies of the BSVR and HO vetting forms must be submitted, and must be signed and dated by a representative of the service provider. DSCT cannot accept photocopies, unsigned or incorrectly complete forms or forms provided without the supporting identity documentation. If information is returned to the service provider and DSCT do not receive a response within 28 days, the application will be closed and the service provider will be notified accordingly.

**Applicants are reminded that it is an offence to make a false statement when applying for certificates as a DCO, either for themselves or on behalf of any other person.**

It is a matter for the service provider to decide whether or not to employ an individual before a certificate is issued. However, no person may exercise powers of a DCO or otherwise have contact with detainees without an extant certificate issued by DSCT.

#### **Prison officers and prison custody officers**

Prison officers and prison custody officers must also be authorised to act as detainee custody officers.

#### **Prison officers**

Her Majesty's Prison Service (HMPS) is responsible for ensuring that all prison officer grades are appropriately cleared and authorised to carry out their functions. Staff that have the clearance and authority must be issued with a letter (Annex A) from the UK Border Agency manager (acting on behalf of the Secretary of State) giving the prison officer grade the authority to act as a DCO whilst working within an IRC or whilst on escort with a detainee. A copy of this letter will be given to the prison officer grade and a copy will be held by the UK Border Agency manager.

#### **Prison custody officers**

Staff employed as prison custody officers will on occasion be required to act as a DCO, performing either custody or escort duties. Prior to a PCO working as a DCO, the UK Border Agency escort monitor must be informed by the service provider of the intention to do so and be provided with evidence to display that the PCO is cleared, authorised and trained to perform the DCO function. Only on receipt of such evidence will a PCO be permitted to work with detainees. DSCT will be supplied with evidence of all PCOs security clearance and training details by the service provider.

## **Membership of prohibited organisations**

DCOs are prohibited from being members of or affiliated with groups or organisations which have racist or anarchic philosophies, principles, aims or policies or which overtly campaign against immigration controls or the agency's policies. Such organisations include, but are not limited to:

- British National Party
- National Front
- Combat 18
- No Borders
- Coalition of Anti-Deportation Campaigns
- Anti-Nazi League

Affiliation with such organisations includes membership by a spouse, partner or other individual who lives permanently with the applicant.

Applicants are required to declare such membership or affiliations at the time of their application for a certificate (Annex B). This information will be taken into consideration when assessing whether someone is a 'fit and proper' person.

## **Preliminary security checks**

DSCT will arrange for the following checks to be undertaken:

- Right to take employment in the UK
- UK Border Agency warnings and watch-lists
- Counter-terrorism security checks (CTC)

## **Training**

At the beginning of each training course, service providers should complete the DCO identification card application form for all delegates and send them to DSCT via the email address [DSCT@homeoffice.gsi.gov.uk](mailto:DSCT@homeoffice.gsi.gov.uk).

Before issuing a DCO certificate (Annex C), DSCT will require confirmation that an individual has completed and (where appropriate) passed all elements of the initial training course including:

- first aid (F/A) at work (three year duration, for detainee custody officers (escorts) only)
- detention centre rules 2001

- detention services operating standards for immigration removal centres and escorts
- detention services orders
- an overview of the Human Rights Act 1998 and European Convention on Human Rights
- powers and duties of a detainee custody officer
- diversity (including race relations and cultural awareness)
- interpersonal skills and communication
- report writing
- self-harm and suicide prevention
- safeguarding of children, including Section 55 to the Borders, Citizenship and Immigration Act 2009
- control and restraint (C and R)
- an overview of the work of the agency
- data protection and information management

### **Additional training requirements**

Detention services will be responsible for either making arrangements to deliver training on the work of the agency or for providing training material. This will include:

- immigration control
- powers of detention
- powers to remove a person from the UK
- organisation of the agency and detention services
- role of the contract monitor
- reporting incidents.

Where a person who does not hold a certificate needs to enter an IRC or other place of detention for the purposes of **induction or training only**, permission should be sought from DSCT. Applications will be considered on a case by case basis by the DSCT manager. Any authority to grant dispensation will be given by a DSCT manager (executive officer or above). Entry into a place of detention or undertaking paid work without the necessary clearance may constitute a breach of security.

## **Certificates**

Before issuing a certificate, DSCT will confirm the applicant:

- has passed all preliminary security checks;
- has no convictions (according to the enhanced CRB certificate) that would suggest he or she could pose a risk to detainees, other staff or the safety of an IRC or other place of detention;
- has security clearance;
- has completed and passed all elements of the required training courses
- has submitted all of the compulsory supporting paperwork (including the R2 and the official secrets act declaration).

Following confirmation of the above and receipt of an application for an id card, DSCT will issue the applicant with a letter of certification and an id card within ten working days. The DCO must read and sign the ID card agreement (Annex D) a copy will be held by the employer and a copy will be given to the DCO.

## **Duration of the certificate**

The DCO certificate will remain in force for as long the person is employed as a DCO and:

- A CTC clearance and CRB certificate is in place which must be renewed every five years. It is the responsibility of the DCO to renew their CTC clearance and CRB certificate prior to the expiry date. Applications for renewals should be submitted three months in advance to ensure they are completed in time.
- The DCO has completed the minimum training requirements (initial training course and annual C and R refresher). DCO performing overseas escorts must hold valid F/A training.

**Failure to meet these requirements will result in the DCO certificate being revoked.**

## **Official Secrets Act 1989**

DCOs have a duty to protect official information with which they come into contact and are also bound by the provisions of the Official Secrets Act 1989. DCOs are therefore required to sign and return a copy of the act declaration (Annex E) with their application. Certification to work as a DCO will not be issued without this document being held on file for the applicant.

## **Maintenance of training schedules**

### **Control and restraint**

DCOs are required to undergo a minimum of 8 hours per annum refresher training in control and restraint, delivered by approved control and restraint instructors (see part 5).

**DCOs (Custody)** whose C and R training has expired may continue to work with detainees pending their refresher training, but they must not work as escorts or be used in any planned use of restraint until they have undergone and passed their refresher training. C and R refresher training must be completed within 6 months of the training expiry date.

**DCOs (in-country and overseas escorts)** whose C and R training has expired are not authorised to work with detainees until they have attended a C and R refresher course.

Service providers are required to inform DSCT of all C and R refresher training completed by DCOs immediately after the completion of the course.

### **First aid**

**DCO (overseas escorts)** are required to hold valid F/A training as a condition of their certification. F/A at work training must be completed every three years.

In-country escorts and custody DCOs **do not** need to hold valid F/A training as a condition of their certification. The service provider responsible for each IRC and the in-country escorts must conduct a risk assessment that dictates how many first aid trained staff should be on duty at any period of the day or night. UK Border Agency contact monitors will conduct regular checks to ensure adherence to this procedure.

### **Notifications to DSCT**

DCOs must notify DSCT and their contract monitor immediately of any changes in circumstances since their certificate was issued, including:

- a change in name, address or financial circumstances such as bankruptcy and insolvency
- any arrest, police investigation, charges or convictions for criminal offences
- changes to health or fitness which may affect their ability to work as a DCO
- new membership or affiliation with racist or anarchic groups and organisations

**DCOs are reminded that they must not work with detainees once their certificate, clearance, C and R training and/ or F/A (overseas escorts only) training has expired.**

**Certificates are not renewed or re-issued automatically; therefore the onus is on the individual to apply for a new one in good time.**

#### **4. Transfer of employment**

DSCT must be advised if a DCO intends to move place of employment, even if there is no change of employer.

A DCO (escort) who wishes to take up a position as a DCO (custody) must undergo all elements of the relevant training before a new certificate can be issued that authorises them to carry out the custodial and escort functions.

Where a DCO transfers from one employer to another, the new employer must notify DSCT and a new enhanced CRB certificate must be obtained. This applies to DCOs transferring employers on an individual voluntary basis. Those DCOs who may be transferring to a new employer due to a change in service provider (for example under TUPE arrangements) do not have to undertake a new CRB certificate, providing their existing CRB certificate was issued within the last five years.

## **5. Certification renewal process**

DCOs are reminded that they must not work with detainees once their certificate has expired.

Certificates are not renewed or re-issued automatically and so the onus is with the individual to apply for a new one.

### **Reminders**

#### **Security clearance**

DCOs are required to renew their security clearance (counter terrorism check and CRB check) once every five years.

Where an renewal application has not been received, DSCT will send a letter (Annex F) to the respective service provider and the DCO **three months** before his or her security clearance expires reminding them of the need to re-apply for clearance again and that any failure to do so will result in their certification lapsing. Officers whose certificates have lapsed are unable to work with detainees.

Where an officer fails to apply to renew his certification, a further letter (Annex G) will be sent to him or her **one week** before the current certification lapses, advising that from this date he or she must no longer have contact with detainees. This letter will be copied to the service provider and to the relevant UK Border Agency contract monitor. A similar letter will be sent to DCOs whose applications have not been concluded before expiry of the original certificate.

### **Control and restraint refresher training**

#### **DCO (escorts)**

DSCT will send a letter (Annex H) to the respective contractor and the DCO (escort) **three months** before they are required to have completed C and R refresher training, reminding them of the need to complete a course and that a failure to do so within that time scale will leave them unable to work as an escort.

Following confirmation that an individual has undergone refresher training, DSCT will record the new expiry date of the C and R refresher training.

Where DSCT has not received confirmation that refresher training has been completed, a further letter (Annex I) will be sent **one week** before they are required to have completed the C and R refresher training reminding them of the need to complete a course and that a failure to do so within that time scale will leave them unable to work as an escort.

At this point if DSCT still have not received confirmation that refresher training has been completed the DCO will have a further six months to complete the C and R refresher course. During this period their certificate will be suspended and they cannot work as an escort or have any contact with detainees.

If the DCO completes the C and R refresher training within this six month period DSCT must be notified immediately at which point the suspension will be lifted and the DCO will be able to return to full duties.

If the DCO fails to undertake C and R refresher training in this period, their certificate will be revoked and the individual will have to make a new application to be a DCO

### **DCO (custody)**

DSCT will send a letter (Annex J) to the respective service provider and the DCO (custody) **three months** before they are required to have completed C and R refresher training, reminding them of the need to complete a course.

Following confirmation that an individual has undergone refresher training, DSCT will record the new expiry date of the C and R refresher training.

Where DSCT has not received confirmation that refresher training has been completed, a further letter (Annex K) will be sent **one week** before they are required to have completed the C and R refresher training reminding them of the need to complete a course

At this point if DSCT still have not received confirmation that refresher training has been completed the DCO will have a further six months to complete the C and R refresher course. During this period the DCO should not be used for any planned uses of force or any escort duties. If they are involved in a spontaneous use of force they should be relieved at the earliest opportunity.

If the DCO completes the C and R refresher training within this six month period DSCT must be notified immediately at which point the DCO will be able to return to full duties. If the DCO fails to undertake C and R refresher training in this period, their certificate will be revoked and the individual will have to make a new application to be a DCO.

**The service provider at each IRC must ensure that they maintain a sufficient number of operational grades that are in date with C and R training. As a minimum, 90% of operational grades must be in date for C and R.**

**The UK Border Agency contract monitor will regularly review compliance with this requirement.**

**First aid training (DCO overseas escorts)**

DSCT will send a letter (Annex L) to the respective service provider and the DCO (overseas escorts) **three months** before they are required to have completed first aid training, reminding them of the need to complete a course.

Following confirmation that an individual has undergone refresher training, DSCT will record the new expiry date of the first aid training.

Where DSCT has not received confirmation that refresher training has been completed, a further letter (Annex M) will be sent **one week** before they are required to have completed the first aid training reminding them of the need to complete a course. Without a valid, in date first aid training, the DCO (overseas escort) will not be permitted to work operationally.

**The UK Border Agency contract monitor will regularly review compliance with this requirement.**

## **6. Decision not to renew, to suspend or to revoke a certificate**

### **Decision not to renew a certificate**

DSCT may decide not to **renew** a certificate where:

- A DCO fails to comply with the renewal application process for a certificate
- A DCO fails to complete C and R refresher training within the timescales detailed in part 5
- A DCO fails to pass security clearance
- A DCO no longer has the right to take live in or take employment in the UK.

Any decision not to renew a certificate must be given in writing to the applicant. A copy of the letter (Annex N) must be sent to the relevant UK Border Agency contract monitor and the applicant's employer.

The applicant shall have 28 days from receipt of the letter in which to appeal to DSCT senior executive officer.

The DSCT senior executive officer should notify the applicant in writing the outcome of the appeal within 14 days of receipt (Annex O).

Where an appeal is allowed, the DCO must be issued with a certificate. A copy of the letter should be sent to the relevant UK Border Agency contract monitor and the employer.

Where an appeal is dismissed, the applicant must be given full grounds in writing. A copy of the letter should be given to the relevant UK Border Agency contract monitor and the applicant's employer. There will be no further right of appeal.

### **Decision to suspend a certificate**

#### **Grounds for suspending a certificate**

Paragraph 7 of Schedule 11 to the Immigration and Asylum Act 1999 allows the relevant UK Border Agency contract monitor to suspend a DCOs certificate where he or she is not a fit and proper person to perform his or her duties, pending a decision by the Secretary of State whether to revoke the certificate.

A DCOs certificate may be suspended by the relevant UK Border Agency contract monitor where information comes to light which:

- Casts doubt on whether the DCO remains a 'fit and proper' person to fulfil his or her functions
- Sets out an allegation of serious or gross misconduct behaviour made against a DCO, including that which affects the reputation of ministers, the Home Office or the UK Border Agency
- Suggests the DCO may by reason of physical or mental illness, or for any other reason, be incapable of satisfactorily carrying out his or her duties
- Suggests the DCOs immigration status has changed and he or she no longer has the right to reside or take employment in the UK.

**Examples of serious misconduct include, but are not limited to:**

- bringing discredit to the Home Office, or acting in a way likely to do so
- unauthorised disclosure of official information
- unauthorised publication, whether formal or informal, of information about the work of the agency or the work of a DCO
- using Home Office property and resources for private purposes without permission
- false statements or forgery
- breaches of security, including non-compliance with security policies
- offensive personal behaviour
- inappropriate, excessive or unnecessary use of force on a detainee
- neglect of duty
- membership or association of a racist organisation
- a failure to report arrest or conviction
- being unfit to work through use of alcohol or drugs (other than for medicinal purposes)
- losing, mislaying or accidentally giving others access to Home Office information
- a failure to notify the agency contract monitor of a change in circumstances which are material to the individual's continue certificate to work as a DCO.

**Examples of gross misconduct include, but are not limited to:**

- theft, corruption, fraud, forgery or other acts of dishonesty including the deliberate falsification of records

- corruption, including offering and accepting bribes
- violent, threatening, or abusive behaviour towards detainees
- very serious breaches of security
- gross negligence
- unauthorised disclosure of official information
- actions bringing or likely to bring serious discredit on the Home Office
- being in possession of drugs while on duty or being unfit to work through use of drugs (other than for medicinal purposes) or alcohol
- being cautioned or convicted for possession of drugs
- breach of the Home Office's security data policy or neglect resulting in the loss of confidential data.

The decision to suspend a DCOs certificate will be taken by the relevant UK Border Agency contract monitor. The monitor's decision to suspend a certificate must always be an independent decision from any precautionary or disciplinary action on the part of the employer.

A decision to suspend an individual's certificate is a serious matter and must only be taken where the situation warrants such action. The circumstances of the allegation, including the weight of any evidence available, should be considered carefully before taking a decision.

A decision to suspend an individual's certificate must not be taken purely because his or her employer is taking disciplinary action against him or her.

Suspension of a person's DCO certificate does not remove an individual's right to work. However, he or she is no longer a DCO, does not have the powers of a DCO and must not work with detainees.

A decision whether or not to permit continued access to places of detention will be made by DSCT senior executive officer on a case by case basis. Any decision not to permit access must be discussed with the relevant employer in advance.

The UK Border Agency monitor must inform the DCO of the decision to suspend his or her certificate in writing using the template letter (Annex P). A copy of the letter must be sent to the DCOs employer and to DSCT.

The employer must take steps to recover the DCOs id badge and to pass it to the UK Border Agency contract monitor.

### **Right of appeal against a decision to suspend a certificate**

There is a right of appeal against the decision to suspend an individual's certificate.

Appeals should be addressed to the detention services' area manager in the case of a DCO employed in an IRC or to the head of detainee escort and population management unit (DEPMU) in the case of an escort, and must be received within 28 days of the decision to suspend a certificate.

A certificate remains suspended throughout the appeal process.

Appeals will normally only be considered on paper and the DCO notified in writing of the outcome within 14 days. A copy of the letter (Annex Q) should be sent to the relevant contract monitor and the individual's employer.

Where a decision is taken to allow the appeal, the original certificate is re-instated. There is no need to issue a new certificate.

### **Investigations**

Cases of serious and gross misconduct which involve detainees must be referred to the professional standards unit (PSU) for investigation. All other investigations will normally be conducted by the DCOs employer.

The investigation report should be sent to the relevant contract monitor and must include a written statement from the DCO giving their version of events.

### **Decision to revoke a certificate**

Paragraph 7 of Schedule 11 to the Immigration and Asylum Act 1999 provides for the revocation of a DCOs certificate where it appears that he or she is not a fit and proper person to perform custodial or escorting duties.

Contract monitors are not empowered to revoke a DCOs certificate; they may only refer the matter to the Secretary of State to consider such a decision.

The decision to revoke a DCOs certificate will therefore be taken by the DSCT senior executive officer on behalf of the Secretary of State.

### **Following an investigation**

Where an investigation finds that there is a case to answer against a DCO, he or she should normally be sent a copy of the investigation report by the relevant contract monitor. The DCO should be advised that the matter whether or not to revoke the certificate is to be referred to the DSCT senior executive officer and that any representations should be received within two weeks.

The contract monitor should then submit a copy of the investigation report, including full details of the case against the DCO, and their recommendation whether to revoke or reinstate an individual's certification to the DSCT senior executive officer.

Before taking a decision, the DSCT senior executive officer must:

- consider the weight of the evidence, including the findings of the investigation report
- consider any recommendations made by the contract monitor
- consider any representations made by the DCO and his employer.

A decision to revoke a certificate must be given in writing, setting out the reasons for the decision and a right of appeal (Annex R).

The employer is responsible for returning to the contract monitor the DCOs id badge and certificate where they have not already been recovered. These should be sent to DSCT for cancellation.

### **Appeals**

A DCO whose certificate has been revoked shall have 28 days from receipt of the letter in which to submit an appeal.

An appeal should be made, in writing, to the DSCT deputy director. The decision of the deputy director will be final and the certificate remains revoked throughout the appeal process.

The DCO must be notified in writing of the outcome of the appeal (Annex S).

### **Decision to re-instate a certificate**

Where the DSCT deputy director decides not to revoke a certificate, the DCO must be notified in writing that he or she has been re-instated, and that the original certificate remains valid. Depending on the circumstances of the case, DSCT deputy director may attach reasonable requirements to the decision, including guidance or refresher training. The letter must be copied to DSCT, the relevant contract monitor and the employer.

Where the deputy director allows the appeal against a decision to revoke a certificate, the individual must be notified in writing. The letter must be copied to DSCT, the relevant contract monitor and the employer. So long as the DCO remains in the same employment and meets all the other conditions of certification (for example, he/she holds valid security clearance and his/her training is up to date), he or she must be issued with a new certificate. The DCO must not work with detainees until such time as he or she receives a new certificate.

### **Disciplinary action against a DCO**

The decision whether or not to suspend or revoke a DCOs certificate is entirely separate from any decision whether or not to initiate disciplinary action against him or her. This is a matter for the employer and the employer alone.

## **7. Resignation, dismissal and re-employment**

### **Resignation**

An employer is required to notify DSCT and the relevant contract monitor within two working days where a DCO resigns, including the date of the last working day and the reason for leaving.

DSCT will write to the individual (Annex T) notifying them of a decision to **suspend** their certificate for a period of six months from the last working day, after which it will be automatically revoked.

The employer is responsible for collecting the DCOs id badge and certificate and surrendering them to the UK Border Agency contract monitor on the last day of service. The badge and certificate should be forwarded to DSCT for cancellation.

### **Dismissal**

An employer is required to notify DSCT and the relevant contract monitor within two working days where a DCO is dismissed from their employment, including the date of the last working day and the reason for dismissal. The certificate will be automatically revoked.

A DCO who has been previously dismissed may still apply to become a DCO with another service provider. DSCT must have been notified of the reasons for the dismissal and have received any associated investigation report. The reasons for dismissal will be taken into consideration when deciding if the applicant is a 'fit and proper' person to be a DCO.

### **Re-employment**

A DCO whose certificate is suspended due to resignation and who secures new employment as a DCO within six months may apply to DSCT for their certificate to be reinstated. Before re-instating a certificate, DSCT will need confirmation that the individual:

- holds valid security clearance
- has undertaken control and restraint refresher training within the last 12 months and holds valid first aid training (if applicable)
- has a new enhanced CRB certificate dated within three months (which is to be requested by the new service provider)
- is still a fit and proper person

## **8. Periods of absence from duty**

### **Annual leave**

DCOs are not required to notify UK Border Agency when they take annual leave within the terms of their employment.

They must, however, ensure the security of his or her ID badge when on leave. Under no circumstances should an ID badge be taken overseas while not on duty.

### **Maternity, paternity, adoption or other unpaid leave including career breaks**

Where a DCO goes on extended leave for more than **28 days**, the UK Border Agency contract monitor must be notified. The ID badge must be surrendered for the duration of the leave. It will be returned when the DCO comes back to work.

DSCT must be advised by the contract monitor of the leave and confirmation that the id badge has been surrendered.

DSCT should be advised when the DCO returns to work.

## **9. Compliance monitoring**

Service providers are required to ensure they have appropriate arrangements in place to ensure they are complying with the terms of this policy. They must keep careful records of such arrangements, which should be made available to the agency as necessary.

The agency contract and compliance monitors will undertake regular spot checks of DCOs to confirm they hold valid a valid certificate, that training records are up to date and that where on duty they are wearing their ID badges openly.

Employers will be notified of the outcome of these checks.

A monthly report of all the checks undertaken will be sent to the DSCT manager.

Officer XX  
Immigration removal centre

Date

Dear

**AUTHORISATION TO PERFORM DETAINEE CUSTODY OFFICER ESCORT AND CUSTODIAL FUNCTIONS UNDER SECTION 154(5) OF THE IMMIGRATION AND ASYLUM ACT 1999 AT THE DIRECTLY MANAGED IMMIGRATION REMOVAL CENTRES OF DOVER, HASLAR, LINDHOLME AND MORTON HALL.**

The Secretary of State hereby confers upon you as a serving prison officer the functions of a detainee custody officer under Section 154(5) for the Immigration and Asylum Act 1999. As a prison officer acting under arrangements made under Section 154(5) you retain all the powers, authority, protection and privileges of a constable.

This authorisation only applies to detainee custody officer work that you undertake at or on behalf of the directly managed Immigration Removal Centres of Dover, Haslar, Lindholme and Morton Hall. A directly managed centre as defined in Section 147 of the Immigration and Asylum Act 1999, means an immigration removal centre which is **not** a contracted immigration removal centre.

Although the centres will be operated under the statutory powers and duties set out in part VIII and Schedules 11, 12 and 13 of the Immigration and Asylum Act 1999 and detention centre rules, you will continue to be subject to the Prison Service's terms and conditions of employment and accountable to the existing operational line.

Unless this authorisation is suspended or revoked following a decision by the Prison Service, it will remain in force for as long as you work as a detainee custody officer at a directly managed immigration removal centre, it will then lapse automatically.

Yours sincerely

UK Border Agency manager

### **Detention services form R2 – membership of prohibited organisations**

The UK Border Agency is committed to promoting and sustaining racial equality and to avoid discrimination. It is committed to ensuring those committed into its custody are treated with humanity and dignity.

Detention services therefore prohibits detainee custody officers from being members of organisations which it considers to having a racist philosophy, principles, aims or objectives.

Racism is defined, in general terms, as consisting of: 'conducts or words or practices, which disadvantage people because of their colour, culture or ethnic origin. In its more subtle form, it is as damaging as in its overt form' (Stephen Lawrence Inquiry Report).

It also prohibits detainee custody officers from being members of or affiliated to organisations which promote violence or to interfere with the agency's legitimate business, whether or not that includes the use of violence or civil disobedience.

In making an application for a detainee custody officer's certificate, you are required to declare if you are currently or have ever been a member of any organisation, including:

- British National Party
- National Front
- Combat 18
- No borders
- National Coalition of Anti-Deportation Campaigns

You are also required to declare whether you are affiliated with any such organisation. Affiliation includes:

- Attendance of any meetings
- Close relationship or friendship with anyone who is a member of such an organisation
- Donations provided to any such organisation

Affiliation with such an organisation does not automatically prohibit a person from being issued with a detainee custody officer certificate. The information will be considered on a case by case basis.

**Declaration:**

Please tick the appropriate box and return this declaration with your application for a detainee custody officer certificate.

- I am not currently **and** have never been a member of any group or organisation which the UK Border Agency considers to promote racism, violence or which seeks to interfere in the work of the agency and its service providers
  
- I am not affiliated in any way with any group or organisation which the UK Border Agency considers to promote racism, violence or which seeks to interfere in the work of the agency or its service providers
  
- I am or have been a member of such a group or organisation.
  
- I am affiliated with such a group or organisation
  
- I am affiliated with someone who is a member of such a group or organisation

**If you have indicated that you are or have been a member of such a group or organisation, or are affiliated in any way with such a group or organisation, please provide full details. The UK Border Agency will need to speak to you about your membership or affiliation before any Detainee Custody Officer Certificate can be granted.**

Signature: .....

Name (block capitals): .....

Date: .....

## ANNEX C: DCO certification

Copies to; DCO/DEO Service Provider UK Border Agency monitor	<b>Detention services certification team</b> 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode] [00 Month 0000]	Fax +44 (0)20 8603 8030 Web www.ukba.homeoffice.gov.uk Our ref: DSAT:

### **DETAINEE CUSTODY OFFICER: CERTIFICATION UNDER SECTION 155 AND 156 OF THE IMMIGRATION AND ASYLUM ACT 1999**

Dear (insert name)

This letter is to certify that the Secretary of State is satisfied that you are a fit and proper person and that you have received training to an appropriate standard for the purpose of performing **custodial and in-country escorting functions / overseas escorting functions (delete as appropriate – the letter must read either custodial and in-country escorting functions OR overseas escorting functions)** in accordance with 155 and 156 of the Immigration and Asylum Act 1999.

Your statutory powers and duties are set out in part VIII of, and Schedules 11, 12 and 13 to, the Immigration and Asylum Act 1999 and the Detention Centre Rules.

#### **Duration of the certificate**

Unless your certificate is suspended or withdrawn, it will remain in force for as long as you are employed as a detainee custody officer (DCO) and have in place the required CTC/CRB clearances and have completed mandatory training.

#### **Counter terrorism check**

CTC clearance must be in place and must be renewed every five years. It is your responsibility to renew your CTC clearance prior to the expiry date. Failure to do so will result in your certification expiring and you being unable to work as a DCO.

#### **Criminal Records Bureau**

CRB clearance must be in place and must be renewed every five years. It is your responsibility to renew your CRB clearance prior to the expiry date. Failure to do so will result in your certification expiring and you being unable to work as a DCO.

#### **Minimum training requirements**

You must complete:

- **First aid every three years (delete as appropriate – only applicable to overseas escorts), and**
- 8 hours C and R refresher training annually

A reminder will be sent to your employer three months before the C and R training expires; it will be your responsibility to ensure that you complete your annual refresher training and that your employer provides evidence to DSCT that it has been completed.

A further reminder will be sent to you and your employer seven days before the C and R training expires reminding you that you must complete your annual refresher training and that your employer must provide evidence to DSCT that it has been completed.

**\*\*DCO (custody and in-country escort)** – for a person who works in an IRC or short-term holding facility or provides in-country escort services

Failure to do so will result in restrictions being placed on you; you will not be permitted to undertake any planned use of force or escorting duties until the refresher training is completed.

If after a subsequent six month period from when your C and R training expired, you still have not completed the refresher training your certification will expire and you will no longer be able to work as a DCO.

You will be sent a final reminder of the need to complete your C and R refresher training seven days prior to this date informing you of the expiry of your certification if you fail to complete the C and R training within this timescale. After this date you will no longer be able to work as a DCO.

**\*\*DCO (overseas escort)** – for a person who provides overseas escorting (\*\* delete as appropriate)

You must hold valid C and R and first aid training.

From the date that your C and R and / or first aid training expires you will no longer be authorised to work with detainees. You will have twelve months to attend a C and R refresher course after this date. Once you have completed the C and R refresher training you will be authorised to resume your escorting duties. DSCT must receive notification of your attendance at C and R refresher training.

You will be sent a final reminder of the need to complete your C and R refresher training seven days prior to the end of the six month period informing you of the expiry of your certification if you fail to complete the C and R training within this timescale. After this date you will no longer be able to work as a DCO.

### **Suspension and withdrawal**

This certificate is issued on the understanding that the information supplied to the Secretary of State on your personal circumstances remains accurate and current. Any significant change, such as the bringing of any criminal charges against you, may result in the Secretary of State reviewing its issue. All such changes should be notified to the UK Border Agency monitor at your immigration removal centre, or to the UK Border Agency escorting monitor. If at any time it appears to the Secretary of State that you are no longer a fit and proper person to perform escort functions or custodial duties, they have the power to suspend or withdraw your certificate.

### **General**

You are reminded that under section 158 of the Immigration and Asylum Act 1999 a person who is, or has been, employed in pursuance of detainee escort functions or custodial functions at a removal centre, shall be guilty of an offence if he or she discloses, other than in the course of duty or as authorised by the Secretary of State, any information that he or she acquired in the course of his or her duty and which relates to a particular detainee.

Your DCO badge remains the property of the UK Border Agency. It must be returned to the UK Border Agency monitor at your immigration removal centre, or the escort UK Border Agency monitor, when your employment as a DCO ceases or when requested by the UK Border Agency monitor.

Yours sincerely

**Detention services certification team**

**DCO identification card agreement**

**I (name) of (full address) confirm receipt of my DCO card issued to me on (date).**

I hereby agree to adhere to the rules as stated below:

- To use the ID card only for the purpose of performing escort functions pursuant to detainee escort arrangements made under section 156 of the Immigration and Asylum Act 1999 and custodial arrangements at a contracted out immigration removal centre or short term holding facility under section 155 of the Act.
- The ID card remains the property of the UK Border Agency. It must be returned to them via your employer should you cease employment, are on long term sickness, on maternity or adoption leave, on leave for more than 28 calendar days or if requested by the UK Border Agency monitor at your removal centre, or the escort UK Border Agency monitor.
- A lost/stolen ID card should **immediately** be reported to the police and a crime reference number obtained. A simultaneous written account of what has occurred should be sent to the UK Border Agency security and anti-corruption unit (SACU), with a copy being forwarded to the respective employer. The employer will in turn forward this information to detention services certification team (DSCT) who will commence the process of requesting a replacement ID card.
- The ID card should not be taken overseas when not on duty as it constitutes a security breach and can lead to disciplinary proceedings.
- The ID card should not be used in any capacity other than solely for UKBA purposes and only whilst on official duty.

DCO signature: .....  
Name (in block capitals): .....  
Date:.....

**Counter signatory**

**I certify that the above named person fulfils the criteria for issue of a DCO ID to perform their duties and has received the necessary training to undertake these duties.  
I acknowledge that this information is true and correct and I make it in the belief that a person making false declaration is liable to disciplinary action**

Name (in block capitals):.....Grade:.....  
Signature:.....Date:.....  
Office location:.....

**(A copy of this signed document should be retained by the employee and the original forwarded to DSAT.)**

## The Official Secrets Act declaration

1. I have been informed that information, documents or other articles protected against disclosure by the provisions of the Official Secrets Act 1989 relating to security or intelligence, defence or international relations, will come into my possession as a result of my employment as a government service provider or employee there of on terms requiring it to be held in confidence.

2. I understand that, knowing such information, documents or other articles are so protected against disclosure, I may be prosecuted for an offence under the Official Secrets Act should I disclose without lawful authority any or any part of such information, documents or other articles.

Signed:

Surname (block letters):

Forename(s):

Date:

### **Further declaration**

On termination of my employment I understand the above declaration continues to apply.

Signed:

Surname (block letters):

Forename(s):

Date:

**ANNEX F: Three month security clearance reminder**

Copies to; DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Three month security clearance reminder**

**Dear (insert name)**

Your current security clearance is due to expire on (insert date)

**Counter terrorism check**

**CTC clearance must be in place and must be renewed every five years. It is your responsibility to renew your CTC clearance prior to the expiry date.** Failure to do so before (insert date) will result in your certification expiring and you being unable to work as a DCO.

**Criminal Records Bureau**

**CRB clearance must be in place and must be renewed every five years. It is your responsibility to renew your CRB clearance prior to the expiry date.** Failure to do so before (insert date) will result in your certification expiring and you being unable to work as a DCO.

Yours sincerely

**Detention services certification team**

Copies to; DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Withdrawal of certification**

**Dear (insert name)**

Your current security clearance is due to expire on (insert date).

**You were advised in writing three months ago of the action required;**

Counter terrorist check (CTC) and Criminal Records Bureau (CRB) renewals are required every five years and require a new CRB certificate which should be sent to DSCT with the security questionnaire. DSCT will not issue a renewal letter of certification if this has not been received and your certificate will be revoked.

**Counter terrorism check**

**CTC clearance must be in place and must be renewed every five years. It is your responsibility to renew your CTC clearance prior to the expiry date.** Failure to do so before (insert date) will result in your certification expiring and you being unable to work as a DCO.

**Criminal Records Bureau**

**CRB clearance must be in place and must be renewed every five years. It is your responsibility to renew your CRB clearance prior to the expiry date.** Failure to do so before (insert date) will result in your certification expiring and you being unable to work as a DCO

Your certification as a DCO will be revoked on (insert date) if your security clearance is not renewed.

Yours sincerely

**Detention services certification team**

Copies to; DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Dear (insert name)**

**C and R expiry**

Our records show that your C and R training expires on (insert date)

You are required to undergo eight hours refresher training prior to this date; failure to do so will result in you being unable to work as a DCO as your certification will be suspended.

DSCT must be provided with confirmation that you have attended a C and R refresher course before (insert date)

Yours sincerely

**Detention services certification team**

Copies to; DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Dear (insert name)**

**C and R expiry**

Our records show that your C and R training expires on (insert date)

**You were advised in writing three months ago of the required action;**

You are required to undergo eight hours refresher training prior to this date; failure to do so will result in you being unable to work as a DCO as your certification will be suspended.

DSCT have not been provided with confirmation that you have attended a C and R refresher course prior to (insert date) and as a result your certification as a DCO is suspended from this date. Your certificate will remain suspended until you have completed the eight hour C and R refresher training. If you have not completed the training within 12 months of the expiry of your C and R training your certificate will be revoked.

Yours sincerely

**Detention services certification team**

**ANNEX J: DCO custody C and R three month reminder**

Copies to; DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSAT:
[00 Month 0000]	

**Dear (insert name)**

**C and R expiry**

Our records show that your C and R training expires on (insert date)

You are required to undergo eight hours refresher training prior to this date; failure to do so will result in you being unauthorised to carry out any escorting or be used for any planned use of force. In the event of a spontaneous use of force you must be relieved of involvement by a DCO whose C and R training is up to date at the first available opportunity.

DSCT must be provided with confirmation that you have attended a C and R refresher course before (insert date)

Yours sincerely

**Detention services certification team**

Copies to: DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Dear (insert name)**

**C and R expiry**

Our records show that your C and R training expires on (insert date)

You were advised in writing three months ago of the required action;

You are required to undergo eight hours refresher training prior to this date; Failure to complete the refresher will prevent you being used for planned uses of force or for escorting duties. In the event of a spontaneous use of force you must be relieved of involvement by a DCO whose C and R training is up to date at the first available opportunity.

If you do not complete the required eight hours C and R refresher training within a period of 12 months of expiry your certification will be revoked and you will no longer be authorised to perform the duties of a DCO

DSCT must be informed when you have attended the C and R refresher training

Yours sincerely

**Detention services certification team**

**ANNEX L: DCO (overseas escort) first aid three month reminder**

Copies to: DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSAT:
[00 Month 0000]	

**Dear (insert name)**

**First aid expiry**

Our records show that your first aid training expires on (insert date).

You are required to undergo refresher training prior to this date; failure to do so will result in you being unauthorised to carry out your duties as a DCO (whether as an escort or within an IRC). Please arrange this training with you training coordinator.

DSCT must be provided with confirmation that you have attended a first aid course before (insert date).

Yours sincerely

**Detention services certification team**

Copies to: DCO Employer UK Border Agency monitor	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Dear (insert name)**

**First aid expiry**

Our records show that your first aid training expires on (insert date).

You were advised in writing 3 months ago of the required action;

You are required to undergo first aid refresher training prior to this date; failure to complete the refresher will mean you are unauthorised to perform your duties as a DCO (either as an escort or within an IRC).

If you do not complete the required refresher training before (insert date), your certification will be revoked and you will no longer be authorised to perform the duties of a DCO.

DSCT must be informed when you have attended the first aid refresher training.

Yours sincerely,

**Detention services certification team**

Copies to: DCO Employer UK Border Agency monitor DSCT	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Decision not to renew your DCO certificate**

Dear (insert name)

A decision has been taken not to renew your DCO certificate for the following reasons;

(refer to part 6 of the DCO Certification Process and give a full explanation of why the DCO certificate is not being renewed)

If you wish to appeal this decision you may do so in writing to the detention services certification team SEO within 28 days of receipt of this letter.

Yours sincerely,

**Detention services certification team**

Copies to; DCO Employer UK Border Agency monitor DSCT	Detention services certification team SEO
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	Fax +44 (0)20 8603 8030 Web <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a> Our Ref: DSCT:
[00 Month 0000]	

**Appeal response**

Dear (insert name)

A decision was taken not to renew your DCO certificate and you were notified of this decision on (insert date).

You appealed this decision in writing to me on (insert date).

On this occasion your appeal has/has not been successful (delete as appropriate) for the following reasons;

(refer to part 6 of the DCO Certification process and give a full explanation of why the appeal has been rejected or accepted; where an appeal is being rejected the letter must include the following statement. There is no further right of appeal)

Yours sincerely,

**Detention services certification team**

Copies to; DCO Employer DSCT	UK Border Agency monitor
[Addressee name] [First line of address] [Second line of address] [Third line of address] [Postcode]	
[00 Month 0000]	

DETAINEE ESCORT OFFICER: CERTIFICATION UNDER SECTION 155 AND 156 OF THE IMMIGRATION AND ASYLUM ACT 1999

**SUSPENSION OF CERTIFICATION**

Dear (insert name)

In accordance with the terms of paragraph 7 of Schedule 11 of the Immigration and Asylum Act 1999, I am suspending your certification as a DCO with immediate effect.

The reason for this suspension is (give full details of why the certificate has been suspended, refer to part 6 of the DCO certification process).

You should surrender your detainee custody officers badge to me immediately.

Your employer has been informed of this decision.

When (give details of appropriate event for example results of any investigation) I will recommend to the detention services certification team whether your detainee custody officer certification should be reinstated or withdrawn.

The detention services certification team will make a final decision on reinstatement or withdrawal and inform you in writing.

You may make an appeal against the decision to suspend your certificate to the UK Border Agency area manager for IRC (insert the name of the IRC where the DCO is employed) / Head of DEPMU (delete as appropriate) within 28 days of receipt of this letter outlining the reasons for the appeal and any mitigating circumstances.

You will receive a response from the area manager / head of DEPMU within 10 working days; this will be your only avenue of appeal.

Yours sincerely

**UK Border Agency escort monitor / UK Border Agency monitor**

Copies to; Employer DCO UK Border Agency monitor DSCT	UK Border Agency area manager / Head of DEPMU (delete as appropriate)
Date:	

**Appeal response**

Dear (insert name)

Thank you for your letter dated (insert date).

I have carefully considered the circumstances of your appeal and I have decided on this occasion that your appeal has not been successful/has been successful (delete as appropriate) for the following reasons;

(refer to part 6 of the DCO Certification process and give a full explanation of why the appeal has been rejected or accepted; where an appeal is being rejected the letter must include the following statement; There is no further right of appeal)

Yours sincerely,

**Area manager / Head of DEPMU**

Employer	
DCO	
UK Border Agency monitor	
DSCT	
Date:	

DETAINEE CUSTODY OFFICER: CERTIFICATION UNDER SECTION 155 AND 156 OF THE IMMIGRATION AND ASYLUM ACT 1999

**REVOCAION OF CERTIFICATE**

Dear (insert name)

In accordance with the terms of paragraph 7 of Schedule 11 of the Immigration and Asylum Act 1999, I am suspending your certification as a DCO with immediate effect.

The reason for this revocation is (give full details of why the certificate has been suspended, refer to part 6 of the DCO certification process).

You should surrender your detainee custody officers badge to your UK Border Agency monitor immediately.

Your employer has been informed of this decision.

You may make an appeal against the decision to revoke your certificate to the DSCT Deputy Director within 28 days of receipt of this letter outlining the reasons for the appeal and any mitigating circumstances.

This will be your only avenue of appeal.

Yours sincerely

**DSCT SEO**

Employer DCO UK Border Agency monitor DSCT	SEO / Deputy director
Date:	

**Appeal response**

Dear (insert name)

Thank you for your letter dated (insert date)

I have carefully considered the circumstances of your appeal and I have decided on this occasion that your appeal has not been successful/has been successful (delete as appropriate) for the following reasons;

(refer to part 6 of the DCO Certification process and give a full explanation of why the appeal has been rejected or accepted; where an appeal is being rejected the letter must include the following statement; There is no further right of appeal).

Yours sincerely,

**DSCT deputy director**

Employer DCO UK Border Agency monitor DSCT	Detention services certification team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
Date:	

Dear

On the insert date, your DCO certificate was suspended for the following reasons (give a full description of why the certificate was suspended).

The circumstances that led to your certificate being suspended have been carefully considered and the decision has been made to reinstate your DCO certificate with immediate effect.

Yours sincerely

**Detention services certification team**

	Detention services accreditation team 2 <sup>nd</sup> Floor Bedford Point 35 Dingwall Road Croydon Surrey CR9 2EF
Name Address 1 Address 2 Town County Postcode	Fax: +44 (0)208 603 8030  Web: <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a>  Ref: DSAT
Date	

**DETAINEE CUSTODY OFFICER: CERTIFICATION UNDER SECTION 155 AND 156 OF THE IMMIGRATION AND ASYLUM ACT 1999**

**SUSPENSION OF CERTIFICATION**

Dear {name},

We have been notified that you have resigned from your employment with {insert employer name} on the {insert date}. In accordance with the terms of paragraph 7 of Schedule 11 of the Immigration and Asylum Act 1999, I am suspending your certification as a DCO with immediate effect for a period of six months from your last working day with {employer name}.

After the expiry of this six month period, the {insert date}, your certification to work as detainee custody officer will be automatically revoked.

If you have not already done so, you should surrender your detainee custody officer badge and certification letter to the UK Border Agency contract monitor immediately.

Yours sincerely,

**Detention services certification team**