

Service	Prisoner Employment, Training & Skills	Version	P2.1
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National Offender
Management Service

Service Specification for

Prisoner Employment, Training & Skills

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

1. Service Specification Document	2. Operating Model Document	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview publication.	18-11-2011
P2.0	Go live publication. References updated in line with supporting Prison Service Instruction and other new instructions issued. Section 7 – Strategic Context: reference to review of PSO 2300 on Resettlement updated (page 6).	30-03-2012
P2.1	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15-01-2014

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Introduction to Prisoner Employment, Training and Skills Specification

1.	Service Name	Prisoner Employment, Training and Skills
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • Prisoners are enabled to develop skills linked to employment and to support a reduction in reoffending • Prisoners' ability to obtain and maintain employment on release is enhanced • Prisoner employment and training contribute to maintaining safety, order, control and decency within the establishment and provide opportunities for reparation • All employment and training places are safe, secure and decent • The needs of the internal market are met and external contracts are fulfilled
3.	Definition of Service	<p>This service covers the provision of employment, training, skills and reparative opportunities available to prisoners during their time in custody, focusing on the development of skills and the provision of meaningful employment. The service is also designed to enable the needs of the internal and external markets to be met with, in time, greater freedoms for Governors/Directors to innovate locally and regionally and to compete for national contracts¹.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Opportunities, Development and Support • Safety, Security and Supervision • Attendance and Behaviour • Production, Targets and Quality • External Employment and Training Schemes • Qualifications

¹ The Government Green Paper 'Breaking the cycle: effective punishment, rehabilitation and sentencing of offenders' (2010) provides more detail.

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5.	<i>Out of Scope Service Elements</i>	<ul style="list-style-type: none"> • National and local contract negotiation, monitoring and management (including identification of market needs) • Allocation of prisoners to employment and training • Provision funded and commissioned by other government agencies • Other externally funded provision • Detailing of staff to the service and performing overt management checks/observation • Procuring goods and stationery for delivering the service • Training staff • The outputs in this specification do not apply to young people aged 15-17. For split sites, the specification appropriate to the individual's circumstances should be applied
6.	<i>Dependent Service Elements</i>	<ul style="list-style-type: none"> • The allocating of prisoners to employment, training and skills opportunities and their scheduling (see Activity Allocation specification) • The administration of prisoner's pay (see Manage Prisoner Finance specification) • The assessment of prisoners' needs and the identification of appropriate activities for prisoners (see Manage the Custodial Sentence – Manage the Sentence Pre & Post Release from Custody specification and the Offender Learning and Skills Service (OLASS) contract in respect of educational assessment) • The analysis of Security Information Reports, the collation of security intelligence and the security aspect of risk assessment (see Security Management specification) • Assisting offenders to gain employment and/or training on release (see Rehabilitation Services – In Custody specification) • Incentives and Earned Privileges (see Residential Services specification) • Ensuring prisoners are ready to attend work (see Residential Services specification) • Movement of prisoners to employment, training and skills opportunities (see Provision of Secure Operating Environment – Internal Prisoner Movements specification) • Escort of delivery vehicles where provider is not risk assessed to supervise vehicle escort (see Provision of Secure Operating Environment – Gate Services specification) • Complaints made by prisoners regarding the service(s) they receive (see Processing and Resolution of Prisoner Complaints specification) • The supervision of wing cleaners, orderlies, peer supporters, red bands etc is managed through the area in which they work and the relevant specification (for example Catering or Residential Services). The principles behind this specification apply to all areas of prisoner employment, training and skills irrespective of where the costs of supervision lie. All prisoner wages are within the scope of this specification

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7.	Strategic Context	<p>The Prison Rules 1999, a statutory instrument of the Prisons Act 1952, defines the purpose of prison training and treatment as “to encourage and assist prisoners to lead a good and useful life”.</p> <p>There is a commitment to provide employment, training and skills opportunities for prisoners that enable them to address settlement and resettlement needs to assist them in reducing the risk they pose to the public and their risk of reoffending and assist their reintegration into the community on release.</p> <p>The provision of work training and skills opportunities as part of a constructive regime assists in enabling establishments to maintain order and control. This provision also enables the National Offender Management Service (NOMS) and individual establishments to meet their commitments to the internal and external markets.</p> <p>Government policy regarding reducing reoffending provides a more specific focus for this work. The 2010 Green Paper, ‘Breaking the Cycle: Effective Punishment, Rehabilitation and Sentencing of Offenders’, focuses priorities to ensure prisoner work and resources are appropriately targeted to ensure the effective rehabilitation of offenders. There is specific emphasis on ensuring that individual offenders are equipped with the appropriate skills to be able to gain and maintain employment on release.</p> <p>This Green Paper develops the idea of the ‘Working Prison’, where increasing numbers of prisoners are expected to work a full working week to develop work-based skills and get into the routine of attending work. The Paper also supports the delivery of effective offender management by providing a greater structure to the sentence and, in conjunction with the implementation of the Prisoners Earning Act (from September 2011), will help prisoners to contribute to society in a positive way whilst in custody and to pay their debt to society. It is the intention of the working prison model that this work should take place within the requirements of a legal, safe, decent and secure regime.</p> <p>Following the publication of the Reforming Offender Learning: a radical agenda to 2014, working collaboratively with the Department for Business, Innovation and Skills (BIS) and OLASS providers, there is also an increased focus on concentrating learning resources on the delivery of work-based skills to help improve employability, part of a portfolio of work being delivered across government departments to reduce the risk of offenders re-offending through an holistic approach to addressing offender needs.</p> <p>A comprehensive national Employer Engagement Strategy supports a reinvigorated Employer Alliance and Employers Reducing Re-offending Reference Group, enabling the pooling of resources with the private, public and voluntary sectors to provide both industry standard training and work opportunities pre and post release. Qualifications gained by prisoners should be aligned with employment market needs, and registration, certification and delivery should be within the Qualifications and Credit Framework.</p>
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		<p>The funding for the delivery of education and skills accreditation is provided by the Department for Business Innovation and Skills through the Skills Funding Agency (SFA) and the Learning and Development Fund (LDF) to NOMS. Whilst the funding for this is out of scope of the specification, effective partnership working with the local education provider and the SFA is vital to ensure establishments maximise the opportunities available to prisoners through this service.</p> <p>External Employment and Training Schemes operate in a number of establishments to assist identified offenders with the process of deinstitutionalisation and reintegration into the community. These regimes are currently governed by the mandatory actions and guidance in Prison Service Order 2300 Resettlement, Chapter 7: The Resettlement Estate. NOMS Offender Services Co-commissioning Group will be developing and reissuing NOMS Working Out policy during 2012-13. Until the review is completed, the principles set out in PSO 2300 Chapter 7 remain mandatory. The principles for release on temporary licence (ROTL) set out in PSO 6300 must be applied.</p> <p>A new Prison Service Instruction (PSI 06/2012 Prisoner Employment, Training and Skills) has been issued in support of this specification. This has replaced PSO 4205 Education in Prisons and PSO 4200 which covered the Prison Service core curriculum.</p> <p>The following primary legislation, statutory instruments and regulations are relevant to this specification:</p> <ul style="list-style-type: none"> • Equality Act 2010 • Health and Safety at Work Act 1974 • The Occupiers' Liability Act 1957 and 1984 • The Corporate Manslaughter and Corporate Homicide Act 2007 • The Law Reform (Contributory Negligence) Act 1945 • Prisoners' Earnings Act 1996 • Regulatory Reform (Fire Safety) Order 2005 • The Management of Health and Safety at Work Regulations 1999 & 2002 • The Provision and Use of Work Equipment Regulations 1998 • The Education (School Premises) Regulations 1999 • The Education (Specified Work and Registration) (England) Regulations 2003
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum – apart from row 17, which is an option available for Commissioners to commission.

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9.	Reference to Supporting Documents	None.
10.	Example Measurement/ Assurance Method for Commissioners	<p>The specification identifies examples of methods for Commissioners to measure / obtain assurance on the delivery of the outputs/output features. Where an output or output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by Assurance Statements and Contract/SLA Management and/or more specific audits of the service.</p> <p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are delivering outcomes and outputs of the Service Specification. Contract/SLA Management refers to the Commissioner, under the terms of the Contract/SLA, exercising appropriate oversight and monitoring of Contract/SLA compliance against the service as a whole. 'Audit' may refer to individual reviews of compliance commissioned by Commissioners or to service wide reviews, by MoJ Internal Audit and Assurance, of a key process contributing to the delivery of an outcome in a Service Specification.</p> <p>Security Audit, Race Equality Prisoner Audit and Self Harm Audit all feature as separate elements within the Prison Rating System (PRS).</p>
11.	References for Detailed Mandatory Instructions	<p>The following Prison Rules relate to prisoner employment, training and skills:</p> <ul style="list-style-type: none"> • Prison Rule 18 (YOI Rule 35) Sunday Work • Prison Rule 31 (YOI Rule 37) Regime Activities & Work • Prison Rule 32 (YOI Rule 38) Education • Prison Rule 51(21) (YOI Rule 55(24)) Failure to Work <p>Mandatory actions related to prisoner employment, training and skills from the following should be adhered to in delivering this specification:</p> <ul style="list-style-type: none"> • NSF Function 9.1 / PSI Prisoner and Workshop Risk Assessments [not yet issued] • PSI 03/2012 Activity Allocation • PSI 06/2012 Prisoner Employment, Training and Skills • PSI 11/2011 Incentives and Earned Privileges • PSI 26/2011 NOMS Finance Manual • PSI 51/2011 Faith and Pastoral Care for Prisoners • PSI 64/2011 Safer Custody

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		<ul style="list-style-type: none"> • PSI 67/2011 (NSF 3.1) Searching of the Person • PSI 68/2011 (NSF 3.2) Cell, Area and Vehicle Searching • PSI 14/2010 Managing Risk In Prison Industries • PSI 33/2010 Open University, Higher Education, Distance Learning • PSI 42/2010 Health and Safety Policy Statement • PSI 44/2010 Prison Catering • PSI 24/2009 Process for Opening, Closing or Re-Designating Industrial Workshops (including charity workshops) and Laundries • PSO 2300 Resettlement • PSO 3803 Fire Safety • PSO 6300 Release on Temporary Licence • PSO 7700 Procurement and Material Manual • National Security Framework (NSF) • Qualifications Credit Framework • Offender Qualification Manual • Learner Plan
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> • PSI 06/2012 Prisoner Employment, Training and Skills • PSI 51/2011 Faith and Pastoral Care for Prisoners • PSI 42/2010 Health and Safety Policy Statement • PSO 2205 Offender Assessment • PSO 2300 Resettlement • PSO 4800 Women Prisoners • HMIP Expectations • “Maximizing the benefits of OLASS for female offenders: an evaluation of the issues”, Dr Elizabeth Walker, Helen Deane and Geraldine Pettersson, 2006
13.	Review	Review cycle to be determined

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Definition for specification below:

Employment, Training and Skills: generic terms for the activities encompassed by this service.

Education, Learning and Skills: generic terms for out of scope activities funded by the Skills Funding Agency (SFA) and the Learning and Development Fund (LDF).

Authorised Regimes: external employment and training schemes, whether for paid or voluntary work, that have gone through the approval process outlined in PSI 06/2012 on external employment and training schemes.

Specification

National Minimum

<i>Row</i>	<i>Service Element</i>	<i>Outputs/Output Features</i>	<i>Applicable Offender Types</i>	<i>Policy Theme</i>	<i>Example Measurement / Assurance Method for Commissioners</i>	<i>References for Detailed Mandatory Instructions</i>	<i>References for Non-Mandatory Guidance</i>
1.	Opportunities, Development and Support	Prisoners are able to access employment, training and skills dependent on their identified needs, the needs of the establishment and commercial commitments.	All	Rehabilitation Education, Training and Employment Pathway	Self/ Independent Assessment Measuring the Quality of Prison Life	YOI Rule 37 (1) PSI 06/2012 Prisoner Employment, Training (PETS) PSI 03/2012 Activity Allocation	PSI 06/2012 PETS HMIP Expectations PSO 4800 Women Prisoners

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Row	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
2.	Opportunities, Development and Support	Prisoners are able to access education, learning and skills development opportunities and those with identified needs are prioritised.	All	Rehabilitation Education, Training and Employment Pathway	Self/ Independent Assessment Measuring the Quality of Prison Life	Prison Rule 32 (1) YOI Rules 37(1), 38 (1) PSI 33/10 Open University, Higher Education, Distance Learning PSI 06/2012 PETS PSI 03/2012 Activity Allocation	PSI 06/2012 PETS HMIP Expectations "Maximizing the benefits of OLASS for female offenders: an evaluation of the issues" Dr Elizabeth Walker, Helen Deane & Geraldine Pettersson, 2006 PSO 4800 Women Prisoners
3.	Opportunities, Development and Support	Staff support and encourage prisoners to participate fully in employment, training and skills opportunities and promote the importance and benefits of the work ethic.	All	Rehabilitation Education, Training and Employment Pathway	Self/ Independent Assessment Measuring the Quality of Prison Life	PSI 06/2012 PETS	PSI 06/2012 PETS HMIP Expectations

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4.	Opportunities, Development and Support	Opportunities exist for prisoners to progress through employment, training and skills opportunities to develop a career history.	Prisoners with an identified need	Rehabilitation Education, Training and Employment Pathway Working Prisons	Self/ Independent Assessment Measuring the Quality of Prison Life	PSI 06/2012 PETS PSI 03/2012 Activity Allocation	PSI 06/2012 PETS HMIP Expectations PSO 4800 Women Prisoners
5.	Opportunities, Development and Support	Prisoners have access to an approved and published number of hours of employment, training and skills provision as part of the establishment regime as defined in the SLA/Contract.	All Convicted prisoners and Remand prisoners opting to work	Rehabilitation Education, Training and Employment Pathway Decency	Self/ Independent Assessment Measuring the Quality of Prison Life SAL/Contract Management	Prison Rule 31 (1) YOI Rule 37 (4) PSI 06/2012 PETS PSI 24/2009 Process for Opening, Closing or Re-Designating Industrial Workshops (including charity workshops) and Laundries	PSI 06/2012 PETS HMIP Expectations

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6.	Opportunities, Development and Support	Prisoners work a full working week of up to 40 hours.	Prisoners in identified workshops operating to the 'Working Prison' Model	Rehabilitation Education, Training and Employment Pathway Working Prison	SLA/Contract Monitoring	PSI 06/2012 PETS	PSI 06/2012 PETS

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7.	Safety, Security and Supervision	<p>Relevant and up to date risk assessments are in place in all prisoner employment and training areas.</p> <p>Identified security and health & safety checks are conducted.</p>	All	<p>Security</p> <p>Health & Safety</p>	<p>Security Audit</p> <p>Self/ Independent Assessment</p> <p>PI Escapes</p> <p>PI Cat A Escapes</p>	<p>National Security Framework (NSF): Management of Security Risk Assessment: Prisoner and Workshop Risk Assessment, Function 9.1</p> <p>PSI 64/2011 Safer Custody</p> <p>PSI 68/2011 Cell, Area and Vehicle Searching (2.6-2.8, Annex C)</p> <p>PSI 67/2011 Searching of the Person Annex K</p> <p>PSO 6300 ROTL</p> <p>PSI 42/2010 Health and Safety Policy Statement</p>	

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8.	Safety, Security and Supervision	Prisoners are supervised in all employment, training and skills places in accordance with the Local Security Strategy.	All	Security, Health & Safety	Self/ Independent Assessment	NSF: Management of Security Risk Assessment: Prisoner and Workshop Risk Assessment, Function 9.1 Local Security Strategy	
9.	Safety, Security and Supervision	Prisoners are searched in accordance with the Local Security Strategy.	All	Security Health & Safety	Self/ Independent Assessment	NSF: Searching Local Security Strategy PSI 67/2011 Searching of the Person Annex B	

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10.	Safety, Security and Supervision	All tools, equipment and property used in employment, training and skills places are risk assessed, stored, controlled, issued, recorded and disposed of accurately and securely.	All	Security Health & Safety	Security Audit Self/ Independent Assessment PI Escapes PI Cat A Escapes PI Serious Assaults	NSF: Management of Security Risk Assessment: Security and Management of Tools and Equipment, Function 9.1	
11.	Safety, Security and Supervision	Prisoners are provided with an induction, published job description, relevant training and, where required, qualifications to enable them to complete their activity effectively and ensure their safety and others.	All	Health and Safety Rehabilitation Education, Training and Employment Pathway	Self/ Independent Assessment CU39e Work Related Skills ²	PSI 06/2012 PETS PSO 3803 Fire Safety 3.12 PSI 44/2010 Prison Catering Qualifications Credit Framework	PSI 42/2010 Health and Safety Policy Statement HMIP Expectations

² Performance indicator on NOMS performance hub; CU stands for 'custodial'.

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12.	Attendance and Behaviour	Prisoners' attainments, attendance, performance and behaviour in work or activity is recorded and coordinated and informs decision making, assessment, review and the monitoring of progress.	All	Security Offender Management Rehabilitation Education, Training and Employment Pathway	Self/ Independent Assessment Measuring the Quality of Prison Life	Prison Rule 51/YOI Rule 55 PSO 2300 Resettlement 5.20 PSI 11/2011 Incentives and Earned Privileges NSF: Intelligence Learner Plan PSI 06/2012 PETS PSI 64/2011 Safer Custody	PSO 2205 Offender Assessment and Sentence Management – OASys Guidance Document Chapter 9
13.	Attendance and Behaviour	Prisoners undertake work or activities when allocated, except on the specified days of their registered faith or if the activity is unsuitable or offensive to that faith.	All Convicted prisoners and Remand prisoners opting to work	Decency Faith Equality	Self/ Independent Assessment Measuring the Quality of Prison Life	Prison Rule 18 YOI Rule 35 PSI 51/2011 Faith and Pastoral Care for Prisoners PSI 03/2012 Activity Allocation	PSI 51/2011 Faith and Pastoral Care for Prisoners

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14.	Production, Targets and Quality	All service delivery / production requirements and targets for both the internal and external markets are met to agreed quality levels.	All	Rehabilitation Education, Training and Employment Pathway	Self/ Independent Assessment Measuring the Quality of Prison Life SLA/Contract Management	PSI 06/2012 PETS PSI 26/2011 NOMS Finance Manual Chap 11 PSI 14/2010 Managing Risk in Prison Industries 1.4.1-1.4.11 PSI 24/2009 Process for Opening, Closing or Re-Designating Industrial Workshops (including charity workshops) and Laundries Procurement Website (former PSO 7700)	PSI 06/2012 PETS

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15.	External Employment and Training Schemes	Prisons running external voluntary and paid employment and training schemes agree local eligibility criteria that are published and understood by staff and prisoners.	Eligible Prisoners	Rehabilitation Education, Training and Employment Pathway Resettlement Estate	Self/ Independent Assessment Measuring the Quality of Prison Life	PSO 2300 Resettlement 7.35-7.54 PSI 06/2012 PETS NSF	PSO 2300 Annex A.IV PSI 06/2012 PETS
16.	External Employment and Training Schemes	Prisoners in authorised regimes are able to undertake external employment and training.	Eligible and Risk Assessed Prisoners in authorised regimes	Rehabilitation Education, Training and Employment Pathway Resettlement Estate	Self/ Independent Assessment Measuring the Quality of Prison Life	PSO 2300 Resettlement PSO 6300 ROTL 2.1, 2.3 PSI 06/2012 PETS NSF	PSO 2300 Annex A.V-X PSI 06/2012 PETS

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Option Available for Commissioners to Commission

Row	Service Elements	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
17.	Qualifications	<p>Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.</p> <p>Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework.</p>	All eligible prisoners	<p>Rehabilitation</p> <p>Education, Training and Employment Pathway</p>	<p>Self/ Independent Assessment</p> <p>Measuring the Quality of Prison Life</p> <p>CU39e Work Related Skills</p>	<p>Offender Qualification Manual</p> <p>YOI Rule 39</p> <p>PSI 06/2012 PETS</p> <p>PSI 26/2011 NOMS Finance Manual Chap 11</p> <p>Procurement Website (former PSO 7700)</p> <p>Qualifications Credit Framework</p>	PSI 06/2012 PETS