

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT



Service Specification for

Deliver Accredited Programmes

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

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
AFP 1.0	Available for Planning Purposes	18-01-2011
AFP 1.1	Available for Planning Purposes. Service elements in scope listed in full (row 4). References to supporting documents updated (row 9). Assurance methods updated to include prison and probation versions (row 10). Minor amendments to outputs rows to clarify 'applicable offender types' where previously missing.	01-07-2011
P1.0	<p>Preview Publication. Amended significantly following Phase 3 fieldwork and in light of feedback on AFP1.0 and AFP 1.1 versions of the Specification. Minor amendments in light of NSSPB (5 July 2011) feedback.</p> <p>Changes to Output table:</p> <p>Part A:</p> <ul style="list-style-type: none"> Output rows 3 and 4 (AFP1.1) have been amalgamated into output row 3 in P1.0 <p>Part B (ii)</p> <ul style="list-style-type: none"> Output rows 17 and 18 (AFP1.1) have been amalgamated into output row 16 in P1.0 Output row 20 (P1.0) is a new output Output row 23 (AFP 1.1) has been split out into output rows 21, 22 and 23 in P1.0 <p>References to NOMS Rehabilitation Services Group (RSG) amended to NOMS Interventions Group in line with organisational name change.</p>	04-11-2011
P2.0	Go live publication. References updated in line with supporting PI/PSI. Details of supporting documents updated, as separate cost spreadsheets have now been amalgamated into a single cost spreadsheet covering portfolio management for custody and community, all individual accredited and women's safety work.	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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	20-01-2014

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

P3.0	Reference to QA not audit, updated terminology and removed volume targets. Updated CJA with ORA 2014 language and included accrediting body and removed all reference to NOMS.	25-5-2017
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Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

Introduction to Deliver Accredited Programmes Specification

1.	Service Name	Deliver Accredited Programmes
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • The seriousness, frequency and volume of reoffending is reduced • The risk of serious harm is reduced • The programme is successfully completed as a requirement of a sentence of the court, the sentence plan in custody and/or a requirement of a licence upon release
3.	Definition of Service	<p>An accredited programme is a systematic and manualised series of activities that are evidence-informed and congruent with the “What Works” literature. Programmes vary in length and complexity and are targeted according to risk and need. It is essential that the programme is delivered as intended and in a manner that engages and motivates the offender.</p> <p>A programme completion includes both the delivery of the programme and any required pre- or post-core sessions which form part of its overall design.</p> <p>The accreditation body” means such body as the Secretary of State may designate for the purposes of this section by order. The MOJ recognise and support programmes that are accredited by the Correctional Services Accreditation Panel (CSAAP) and are currently supported and QA'd by HMPPS Interventions Group (formerly NOMS Rehabilitation Services Group or RSG).</p> <p>There are two main categories of programmes: Moderate intensity programmes aimed at offenders assessed as medium risk of reoffending and high intensity programmes aimed at offenders assessed a high risk of reoffending. Programmes target a range of criminogenic needs including sexual offending, violence, intimate partner violence, substance misuse, general offending, extremism and gangs.</p> <p>The delivery of a therapeutic community (TC) in a custodial setting is also accredited by the CSAAP but this may be more accurately described as an accredited intervention rather than an accredited programme. Although a TC will share some of the features of the other accredited programmes there are some significant differences which stem from its holistic approach to therapy. Therefore, judgement and flexibility needs to be exercised when applying the programme orientated language and structure in this specification to TCs.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Stakeholders are consulted and informed • Staff are competent to deliver programmes (e.g. received required training) • Groups are scheduled

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

		<ul style="list-style-type: none"> • Performance is monitored and managed • Participants are selected and prepared for the programme • Participants are able to access the programme • Programme sessions are completed • Post programme work is completed • Compliance is promoted • Action is taken to protect victim as required (for example intimate partner violence) <p>Within the specification, elements have been organised into three categories:</p> <ul style="list-style-type: none"> • Those which are required to manage a portfolio of programmes (see Part A Rows 1–8) • Those which are required to manage a specific programme (see Part B (i) Rows 9–11) • Those which relate to the direct delivery of a specific programme (see Part B (ii) Rows 12–25) <p>This framework specification outlines the key requirements for the delivery of all accredited programmes. However, providers should refer to the relevant programme manuals to ensure that they are aware of, and deliver, all of the requirements for the management and delivery of the specific programmes. These requirements will be subject quality assurance by HMPPS Interventions Group.</p>
5.	Out of Scope Service Elements	<ul style="list-style-type: none"> • General management tasks and responsibilities: A number of general management tasks are specifically required within the programme management manuals. Although these remain out of scope in terms of the costing model, as covered in general management overheads, they are subject to the accredited programmes Quality assurance processes. Key examples include: <ul style="list-style-type: none"> ◦ Arrangements are in place to identify and address learning needs of offenders/prisoners ◦ Arrangements are in place to support women and minority ethnic offenders/prisoners and ensure that they can access appropriate programmes ◦ Staff are recruited and line managed ◦ Complaints are managed ◦ Safe systems of work are in place for staff ◦ Compliance with best practice is enhanced ◦ Office systems are managed • Training: Only training that is specifically required for the delivery of accredited programmes is in scope for

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

		<p>this specification. Any general training required to work with offenders/prisoners, such as pro-social modelling, motivational interviewing or risk assessment, is covered within an annual training time allowance which is out of scope.</p> <ul style="list-style-type: none"> Prisoner Movements: Main movement is out of scope and covered in the Provision of Secure Operating Environment – Internal Prisoner Movements specification. However, any additional escorting of prisoners within the prison in order that they can attend programmes is within scope.
6.	Dependent Service Elements	<ul style="list-style-type: none"> Work carried out to assess suitability for an accredited programme within a Court report, a Standard Delivery Report (SDR) or a Fast Delivery Report (FDR). This is specified in the Assessment & Reports Pre-Sentence specification Work undertaken to identify and refer potential participants for a programme as part of the sentence plan is included in the Manage the Custodial Sentence – Manage the Sentence Pre and Post Release from Custody, Deliver Supervision on Licence and Manage the Sentence for a Community Order or Suspended Sentence Order specifications Work carried out in the community to enforce any breach of the requirement. This is included in the Manage the Custodial Sentence – Manage the Sentence Pre & Post Release from Custody and Manage the Sentence for a Community Order or Suspended Sentence Order specifications <p>Central to the successful delivery of an accredited programme is the work undertaken outside the group with the offender to support the change process. The degree of the preparatory, motivational and reinforcement work required is identified in the operating model for each programme. Attendance on an accredited programme can be counted as a contact for the Supervision Requirement and Supervision on Licence.</p> <p>The successful delivery of a therapeutic community in a custodial setting is dependent on the provision of a safe, secure, and healthy environment and a positive, fair and decent regime as identified in the Residential Services specification.</p>
7.	Strategic Context	<p>The Criminal Justice Act 2003 National Implementation Guide gives the main purpose of a programme requirement as rehabilitation. The provision of a suite of accredited programmes delivered in both custody and community settings is a key part of the broader HMPPS strategy to reduce re-offending.</p> <p>Accredited programmes have been subject to a substantial amount of empirical research when compared with other interventions and there is considerable national and international evidence to support their effectiveness. The evidence base for each programme is described within its theory manual and is a fundamental part of the accreditation process (for more information see the NOMS Evidence Summaries issued for each programme category in 2010).</p> <p>Research indicates that giving up offending is a long term process and highlights the need to encourage</p>

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

		<p>participants' efforts to establish other sources of support by linking structured activities and services with the wider offender management process. This includes supporting participants to make connections between sessions and links with 'outside contexts' (such as significant others, case workers, other agencies and services). HMPPS guidance (currently under review) is that in the community a programme's requirement should be combined with a supervision requirement to provide additional supporting activities and reinforce learning.</p> <p>In the community, accredited programmes are delivered as a requirement of a Community or a Suspended Sentence Order, or as a condition of a licence upon release from prison, as defined by Section 202 of the Criminal Justice Act 2003. In custody, accredited programmes are delivered as part of the sentence plan.</p> <p>Each NPS Division and prison establishment currently agrees a target for programme completions in their contract with the Commissioner. These targets reflect agreed priorities in terms of risk of harm, reducing re-offending and meeting offender need as well as proposed volumes The profile in the community has increasingly been weighted towards those programmes which address the risk of serious harm such as domestic violence IPV?. Key performance indicators include successful completion rate and volume completions. Other performance measures aim to encourage successful completions by appropriately targeting offenders and the efficient use of resources. In both custody and community, quality of delivery is also measured though % QA scores against a baseline.</p> <p>Women Offenders</p> <p>Accredited programmes are subject to separate approval for men and women by the CSAAP. Therefore programmes approved for use with women can be accessed with confidence that issues about theory, learning styles and needs of women have been considered. It is important that women are both referred to and supported through programmes, and that provision for women is seen as a core activity to interventions providers, including consideration of their need to offer equality of outcomes (see the Offender Management Guide to Working with Women Offenders, Ministry of Justice 2008).</p>
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum .
9.	Reference to Supporting Documents	None.
10.	Example Measurement / Assurance Method for Commissioners	<p>Custodial Specifications:</p> <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 QA of the Service.</p> <p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are</p>

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

		<p>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. QA 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> <p>Community Specifications:</p> <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 Service Level or Management Information associated with it, then it is proposed that it should be covered by Contract Management and/or more specific QA of the Service.</p> <p>Contract Management refers to the Commissioner, under the terms of the Contract, exercising appropriate oversight and monitoring of Contract compliance against the service as a whole. QA 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>Specific QA for Accredited Programmes in Custody and the Community</p> <p>The IIF is divided into four key components, these are referred to as Key Lines of Enquiry (KLOE). These four KLOEs underpin the effective delivery of all our programmes. The aim of the IIF is to support sites in achieving the four KLOEs in relation to the programme(s) that they deliver. Delivery sites should always refer to the programmes manuals which outlines the desired practise. By working within these guidelines, and evidencing practice, the four KLOEs will be met.</p> <p>Quality assurance of Therapeutic Communities is carried out by the Community of Communities which is a quality network established by the Association of Therapeutic Communities and the Royal College of Psychiatrists' Research and Training Unit.</p>
11.	<p>References for Detailed Mandatory Instructions</p>	<ul style="list-style-type: none"> • PI 01/2012 - PSI 07/2012 Implementation of the Deliver Accredited Programmes Specification • ISMG Audit Document (NOMS 2010) • Pathway to Accreditation (NOMS 2008) • Suitability For Accredited Programmes (NOMS 2010) • PC 36/2004 Interim Accredited Programme Software (IAPS) • PC 06/2005 Offending Behaviour Programmes: Profile of Delivery & Data Collection Requirements

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

		<ul style="list-style-type: none"> • PC 25/2005 Criminal Justice Act 2003: Implementation Guide • PC 09/2007 Definition of Programme Completions for Accredited Offending Behaviour Programmes • PSO 4360 Correctional Services Accreditation Panel <p>In addition to the list above, each programme has a set of detailed mandatory instructions contained within the set of accreditation manuals:</p> <ul style="list-style-type: none"> • Theory Manual • Programme Manual • Assessment and Evaluation Manual • Programme Specific Training Manuals • Management Manual • National Management Manual for Community Programmes (2010) • Core Skills Staff Training Manual (NOMS 2010)
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> • Offender Management Guide to Working with Women Offenders (Ministry of Justice 2008) • PSO 4800 Women Offenders • The NOMS Offender Management Model (NOMS June 2006)
13.	Review	Review cycle to be determined

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

PART A – Management of organisational requirements which apply to a Portfolio of Programmes

<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.	Stakeholders are consulted and informed	Staff not directly involved in programme delivery (e.g. offender managers and report writers within the community setting and offender supervisors within the custodial setting) are familiar with the current content, ethos and assessment criteria of programme provision.	All offenders / prisoners		Records of awareness briefings Interventions Group QA	Community/Custodial Management Manuals	
2.	Stakeholders are consulted and informed	Key stakeholders (e.g. sentencers and criminal justice partners) are kept informed and consulted on programme provision and developments.	All offenders / prisoners		Records of sentencer and stakeholder feedback	Community/Custodial Management Manuals	
3.	Staff are competent in core skills to deliver programmes	Facilitators and Treatment/Therapy Managers demonstrate competence through successful completion of required training.	N/A		Training records / databases	Assessment Centre Guidance Programme Specific Training Manual Community/Custodial Management Manuals Training and Evaluation Manuals Facilitation Manual	Pathway to Accreditation

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

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
4.	Staff are competent to deliver programmes	Competent staff (as defined by HMPPS) are contributed to the national training provision as agreed by the commissioners.	N/A		Training records / databases	Train the Trainers Manual Training and Evaluation Manual Training Application Form	
5.	Groups are scheduled	Annual profile is completed as required.	All offenders / prisoners		Appropriate programme recording database/case management system and training records Interventions Group Audit INT 23	Operating Manuals Community/Custodial Management Manuals RSG Suitability Guide 2010	
6.	Groups are scheduled	Schedules are developed and managed to meet <ul style="list-style-type: none"> • performance targets • diverse needs of offenders/ prisoners • staff development needs • group dynamics 	All offenders / prisoners	Diversity Women Offenders	Interventions service QA INT 01,02,and 03 Completion rates in NOMS Diversity Report	Community/Custodial Management Manuals NOMS Single Equality Scheme	OM Guide to Working with Women Offenders 2008

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

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
7.	Groups are scheduled	Rooms used for groups are accessible and equipped to the required standard.	All offenders / prisoners	Diversity	Interventions service QA Programme Manager records	Disability Discrimination Act (DDA) NOMS Single Equality Scheme Community/Custodial Management Manuals	
8.	Performance is monitored and managed	Quality assurance is completed. Programme generic elements: <ul style="list-style-type: none"> • Interviews and meetings are attended • Appropriate documentation is collated and provided 	All offenders / prisoners		Completion of Interventions services QA	Interventions Group QA guidelines	

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

PART B (i) Management of a Specific Programme – Organisational Requirements which apply to a specific Programme

<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>
9.	Staff are competent to deliver specific programmes	Facilitators demonstrate competence through successful completion of the specific selection and training required for each programme that they deliver.	N/A		Training records/databases Minutes/records of Continuous Professional Development Interventions services QA	Programme Specific Training Manual Community/ Custodial Management Manuals	
10.	Performance is monitored and managed	Audit is completed. Programme specific: <ul style="list-style-type: none"> Interviews and meetings are attended Appropriate documentation is collated and provided 	All offenders / prisoners		Completion of QA CU66, CU69, CU71	Interventions services QA guidelines	
11.	Performance is monitored and managed	Programme delivery is in line with accreditation requirements for that programme.	N/A	Attitudes Thinking and Behaviour	Video monitoring Treatment Managers' minutes of supervision meetings	Community/ Custodial Management Manuals PSO 4360	

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

PART B (ii) Operational Delivery of a Specific Programme

<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>
12.	Participants are selected and prepared for the programme	Eligibility (i.e. appropriate level of risk of harm and likelihood of re-offending) is confirmed.	All offenders / prisoners		Appropriate programme recording database/case management system Interventions services QA INT 04 INT 22 CU 17	Assessment and Evaluation manual for each programme Suitability for Accredited Programmes (NOMS 2010)	
13.	Participants are selected and prepared for the programme	Suitability (e.g. relevance, responsiveness and motivation) is confirmed.	All offenders / prisoners with additional support as required for Women, BME and offenders with disabilities)	Diversity Women Offenders	CU65, CU68, CU70 Treatment Manager records Completion rates in NOMS Diversity Report	NOMS Single Equality Scheme Suitability Guide (RSG 2010) Community/Custodial Management Manuals	OM Guide to Working with Women Offenders 2008 PSO 4800

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

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
14.	Participants are selected and prepared for the programme	Group composition reflects appropriate priorities and needs.	All offenders / prisoners	Attitudes Thinking and Behaviour Diversity Women Offenders	Appropriate programme recording database/case management system Case records Completion rates in NOMS Diversity Report	Community/Custodial Management Manuals Suitability for Accredited Programmes NOMS 2010 NOMS Single Equality Scheme MAPPA Guidance 2009	OM Guide to Working with Women Offenders 2008
15.	Participants are selected and prepared for the programme	Pre-programme assessment and evaluation tools are completed and required data recorded.	All offenders / prisoners	Attitudes Thinking and Behaviour	Appropriate programme recording database/case management system Interventions service QA	Assessment and Evaluation manual for each programme Community/Custodial Management Manuals PC 36/2004 PC 06/2005	
16.	Participants are able to access the programme	Offenders are enabled to attend the programme e.g. <ul style="list-style-type: none"> given travel fares to attend the group in the community escorted to the group (if required) in custody 	All Offenders in the Community All prisoners in Custody		Interventions services QA		

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

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
17.	Programme sessions are completed	Required sessions are completed via <ul style="list-style-type: none"> group sessions individual sessions (where required) 'catch-ups' prior to next scheduled session 	All offenders / prisoners	Attitudes Thinking and Behaviour	Video monitoring Appropriate programme recording database/case management system Interventions services QA	Community/Custodial Management Manuals Programme Manuals	
18.	Programme sessions are completed	Sessions with offenders / prisoners are planned and subsequently reviewed in order to consolidate learning and improve delivery.	All offenders / prisoners	Attitudes Thinking and Behaviour	Debrief log Treatment Manager records	Community/Custodial Management Manuals	
19.	Programme sessions are completed	Records and administrative procedures (e.g. notifications to offender managers re attendance) are completed as required for each session.	All offenders / prisoners		Interventions services QA	Community/Custodial Management Manuals	
20.	Programme sessions are completed	Facilitators are supported.	N/A		Debrief log Staff supervision notes Report from external consultant	Community/Custodial Management Manuals	

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT

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
21.	Post programme work is completed	Post programme assessment and evaluation tools are completed and required data recorded.	All offenders / prisoners	Attitudes Thinking and Behaviour	Prison post treatment returns Interventions services QA	Community/Custodial Management Manuals Assessment and evaluation manual PC 36/2004 PC 06/2005	
22.	Post programme work is completed	Programme participation is reviewed and a report completed as required.	All offenders / prisoners		Interventions services QA INT 13, INT 14 , INT 15, INT 21 CU21, CU 19, CU17	Community/Custodial Management Manuals Template on IAPS PC 09/2007	
23	Post programme work is completed	Course records and administrative procedures are completed as required.	All offenders / prisoners		Interventions services QA	Community/Custodial Management Manuals	
24.	Compliance is promoted	Programme attendance and engagement is promoted.	All offenders / prisoners	Attitudes Thinking and Behaviour	Case records Completion rates	Community/Custodial Management Manuals Programme Manuals	OM Guide to Working with Women Offenders 2008
25.	Action is taken to protect victim	Action is taken to protect victim as required by Programme Manual and agency/inter-agency procedures (e.g. MARAC).	Offenders on Domestic Violence programmes	Public Protection	Interventions services QA	Community/Custodial Management Manuals Programme Manuals	

Service	Deliver Accredited Programmes	Version	P3.0
Document	Service Specification	Sign-off Complete	MCB-OCT