



Prisoner Development Education

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Custodial Operations Practice Directive

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Scope
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1. Human Rights

It is unlawful for corrective services officers to act or make decisions in a way that is not compatible with human rights, or in making a decision, fail to give proper consideration to a human right relevant to the decision.

Giving proper consideration to human rights entails identifying human rights which may be relevant to a decision and considering whether the decision would be compatible with human rights.

A decision will be compatible with human rights when it does not limit a human right, or only limits a right to the extent that is reasonable and demonstrably justifiable.

The purpose of this practice directive is to facilitate the provision of education and vocational opportunities to prisoners in corrective services facilities.

Human rights that may be relevant include:

- a) the right to education; and
- b) the right to humane treatment when deprived of liberty.

2. Limitation of Human Rights

In determining whether a limitation may be reasonable and demonstrably justified, the following factors are relevant to consider:

- a) The nature of the human right – this involves looking at the purpose and underlying value of the human right. For example, the right to education provides that every person has the right to have access, based on the person's abilities, to further vocational education and training that is equally accessible to all.
- b) The nature and purpose of the limitation and the relationship between the limitation and its purpose – this involves considering the actual purpose or legitimate aim/reason for limiting the human right. For example, this policy document limits the right to education in some circumstances, for the safety and security of the individual and others.
- c) The relationship between the limitation and its purpose – this involves considering the rational connection between the limitation of the right, and whether this will help to achieve said purpose or legitimate aim. For example, in some circumstances education opportunities may be limited for prisoners due to the restrictions of their management plan, which is in place to provide for the safety of the individual prisoner and others.
- d) Whether there are any less restrictive and reasonably available ways to achieve the purpose – this involves a 'necessity analysis' where it is necessary to consider the purpose of the limitation and if it can be achieved in any other way. For example, have all the relevant factors been considered prior to determining that a course of action which limits the right to education is required?
- e) The importance between the purpose for the limitation and preserving the human right – this involves a balancing exercise of the benefits obtained by the limitation vs the harm caused to the human right. For example, in situations where the right to education is limited to provide for the safety of the individual prisoner and others, does the safety provided outweigh the impact of the limitation?





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3. Language, Literacy and Numeracy Assessments

Refer to the Education Officer and Vocational Training Officer Handbook for detailed information.

3.1 Screening and assessment

Prisoners should be placed into education and vocational programs based on assessment and identification of their education and vocational needs as identified from the Language, Literacy and Numeracy Assessment. Refer to the Custodial Operations Practice Directive (COPD) Sentence Management: Assessment and Planning, the COPD Offender Pathways or alternatively the E2E DCI Attachment 2 Assessment and Planning; as appropriate dependant on the Centre's operating model, and this COPD.

3.2 Course participation

When accommodated at a placement centre, prisoners referred to recommended courses may be:

- listed for immediate inclusion;
- placed on a waiting list;
- enrolled in an external course; or
- referred to a staff member responsible for allocating employment within the corrective services facility in accordance with established vocational needs.

Prisoners must be referred to education courses in accordance with recommendations contained within their Progression Plan where available. Priority for enrolment in educational and vocational training courses must be given to prisoners recommended to undertake a specific course/s as part of their Progression Plan. Refer to the COPD Sentence Management: Assessment and Planning or the E2E DCI Attachment 2 Assessment and Planning; as appropriate dependant on the Centre's operating model.

3.3 Language, Literacy and Numeracy Assessments completion requirements

A Language, Literacy and Numeracy Assessment must be completed and input into IOMS for all prisoners with time in custody under sentence of six months or more, to identify any literacy and numeracy needs. The Language, Literacy and Numeracy Assessment must be completed within three weeks of admission (following sentencing). Responsibility for this lies with the Manager, Offender Development.

The preferred method of a Language, Literacy and Numeracy Assessment delivery is via the computer-based ACER Vocational Indicator (VI) Assessment. This assessment provides results from Pre-Level to Level 5 in both Reading and Numeracy.

Given the dynamic nature of corrective services facilities, an alternative paper based ACSF Language, Literacy & Numeracy Assessment is available (for use only as a last resort due to circumstances such as operational constraints, movement issues, security control, lockdowns etc.). This assessment results in an Exit Level from Pre-Level to Level 5 combining the Language, Literacy and Numeracy tasks.





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3.3.1 Prisoners serving fewer than six months in custody

Prisoners serving fewer than six months of their sentence in custody may undertake this assessment if it is considered beneficial (for example, to support their enrolment in a course) and subject to resource availability.

3.3.2 Prisoners on remand

Language, Literacy and Numeracy assessments of prisoners on remand may be conducted. This should normally occur if prisoners with special learning needs are received, to support enrolment in a course, or as other circumstances dictate as time and resources allow.

3.3.3 Prisoners on current parole suspension

Prisoners returning to custody on a parole suspension are not required to undertake a Language, Literacy and Numeracy assessment. If a decision is made to suspend or cancel parole and return the prisoner to custody, those with six months or more to serve in custody can then be assessed.

3.3.4 Prisoners with a previous correctional episode

Prisoners who have undertaken the ACER assessment and have been returned to custody within two years are not required to undergo the assessment unless:

- there is evidence of an injury or other trauma that may have affected the prisoner's language, literacy and numeracy ability; and/or
- the prisoner has undertaken significant education and training during that period.

4. Educational and Vocational Education Training Courses

Participation in education and accredited training is a priority for Queensland Corrective Services (QCS). Education and vocational education training can play a key role in offender rehabilitation, particularly where it increases employability. Offenders who find steady employment have been shown to reoffend at lower rates than those that are not employed. Employment, or employment-like activities or studying full-time can also provide a sense of achievement and mastery, as well as income, which can contribute to desistance from offending.

QCS facilitates a range of education and vocational training which provides prisoners with skills to gain and maintain employment when released from custody. Prior to release, these vocational skills can lead to employment within Prison Industries, as well as delivering recognised qualifications to those already working within Industries.

Education and training courses provided to prisoners are nationally recognised and accredited in accordance with the Australian Qualifications Training Framework. Prisoners have access to the following categories of education:

- language, literacy and numeracy;
- vocational education and training (VET); and
- tertiary education.

4.1 Language, Literacy and Numeracy

Language, Literacy and Numeracy is delivered through QCS funding, under the C3G program through Foundation Skills and via distance education.





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4.2 Vocational Education and Training – Certificate III Guarantee (C3G) funding

Delivery of education and VET to prisoners is funded by QCS. Additional vocational education training is delivered in centres through partnering with Registered Training Organisations (RTO) under the Department of Employment, Small Business and Training's (DESBT) Certificate III Guarantee (C3G) program.

C3G provides eligible individuals in Queensland with access to a subsidised training place in a Certificate I, II, III, IV and Diploma level qualification under the Australian Qualifications Framework (AQF). Training is conducted by a pre-approved RTO, otherwise known as a skilled assured supplier (SAS). All RTOs delivering training in Queensland corrective service facilities are required to complete and sign a Form 301 Application to Provide Vocational Education and Training within Queensland Corrective Services Facilities. This document must detail the centre they will be delivering training at as well as each qualification (code and name) they will deliver.

Foundation skills (e.g. language, literacy and numeracy) and lower-level vocational qualifications are also subsidised under C3G. Prisoners enrolling in Certificate III level qualifications may be required to pay co-contribution fees. QCS has negotiated with DESBT to keep this co-contribution fee to a minimum for people in custody. Prisoners enrolling in VET while in custody are able to continue the training when released to the community by linking with the same or an alternative RTO included on the skills assured supplier list of providers. The C3G section of the DESBT website provides relevant guidelines on the C3G program, skilled assured suppliers and Priority Skills List.

Relevant QCS documents for C3G can be found in Related Forms:

- a) Form 301 – Application to Provide Vocational Education and Training within Queensland Corrective Services Facilities;
- b) Form 1 – C3G Eligibility Evaluation;
- c) Form 2 – Offender ID Letter; and
- d) Form 3 – Student Eligibility Waiver.

4.3 Tertiary education

Prisoners must request approval to enrol in tertiary courses via distance education. Education Officers must conduct an assessment and make a recommendation based on the prisoner's education level and capacity to undertake study, as well as the suitability of their chosen course. Some of these considerations include whether the course can be studied within a corrective services facility and whether it will lead to employment outcomes for the prisoner. The cost of tertiary education is met by the prisoner, with access to the HECS-HELP benefit and VET FEE-HELP.

Due to advances in technology, access to distance education within a correctional environment is becoming increasingly difficult. QCS and the University of Southern Queensland (UniSQ) Making the Connection project have worked closely together to overcome these challenges and provide flexible alternatives using Offline Personal Devices (OPDs). Prisoners who are enrolled in eligible UniSQ courses can now access an Offline Personal Device, a small laptop which is preloaded with course material, providing a simulation of the online environment experienced by students in the community. The device enables students to have autonomy in their studies with all the resources at their fingertips. UniSQ students have the ability to study in their cells without depending on access to computer rooms during the day.





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Prisoners enrolled in other distance education courses can also apply for the use of an In-Cell Computer. Details on this process can be found in the Computer Access for Prisoners section of this COPD.

5. Distance Education

5.1 Approval for enrolment

An Administrative Form 124 Request for Approval to Participate in Distance Education must be completed by the Education/Vocational Training Officer for all prisoners intending to enrol or continue with distance education (a new form needs to be completed and approved if the student transfers between centres during their study).

Approval for enrolment in distance education courses, excluding basic correspondence study (e.g. Language, Literacy and Numeracy through Charters Towers School of Distance Education) and the Tertiary Preparation Pathway facilitated by the University of Southern Queensland (UniSQ), must be provided by the Chief Superintendent or nominated officer of the corrective services facility before a prisoner confirms enrolment.

All prisoners have a legislative right to access education in accordance with section 36 of the *Human Rights Act 2019*. However, applications for distance education study will be considered individually in accordance with the factors listed below:

- a) the prisoner's right to access education;
- b) the ability of the corrective services facility to operationally support the prisoner based on the degree of assistance required;
- c) any limits to access imposed by a prisoner's management plan (e.g. those resulting from a Maximum Security Order (MSO), Intensive Management Plan, Safety Order or breach determination). Refer to subsection 5.2 Maximum Security Unit (MSU) prisoners – programs and education services;
- d) the suitability of the area of study given the prisoner's offending behaviour and current incarceration;
- e) the benefits to the prisoner and likelihood of gaining suitable employment or post-release study;
- f) nature of corrective services facility (e.g. reception or placement facility);
- g) ability to access supportive technology (e.g. digital copies of course materials) provided by learning institutions which removes the need for an Education/Vocational Training Officer to download or source materials;
- h) whether learning activities can be safely and practicably undertaken in a correctional environment;
- i) educational qualifications already held by the prisoner;
- j) prisoners enrolled and continuing with study prior to the current approval process which commenced in January 2013;
- k) software required and whether it can be supported by the In-Cell computer program (refer to the Computer Access for Prisoners section of this COPD); and
- l) Australian or New Zealand Citizen or Permanent Resident status.

Education Services, Offender Rehabilitation and Management Services (ORMS) can be contacted to discuss any issues or unclear cases relating to prisoners requesting enrolment in external studies.





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A prisoner's participation in external education programs/courses must be recorded in IOMS under External Education Summary.

Enrolment approvals should be completed prior to the institution's cut-off dates for the commencement of the semester. The Education/Vocational Training Officer is responsible for actioning this.

5.1.1 Prisoner enrolment outside of the approval process

If a prisoner enrolls in distance education courses outside of the approval process they will be required to manage their own studies without assistance from an Education/Vocational Training Officer.

5.1.2 Brisbane Correctional Centre and Arthur Gorrie Correctional Centre

As reception centres, resulting in high turnover of prisoners, Brisbane Correctional Centre and Arthur Gorrie Correctional Centre will generally not enrol prisoners in distance education courses requiring the completion of the Administrative Form 124 Request for Approval to Participate in Distance Education. Education/Vocational Training Officers will provide career guidance and information on external correspondence studies which prisoners can pursue once at their placement centre. There may be exceptions made by the Chief Superintendent or Superintendent for prisoners who will be at the corrective services facility for longer periods of time (e.g. essential workers). In this circumstance the prisoner may enrol in distance education and the Administrative Form 124 Request for Approval to Participate in Distance Education process must be completed.

5.2 Maximum Security Unit (MSU) prisoners – programs and education courses

A Maximum Security Order (MSO) must specify a prisoner's access to the programs, courses and counselling services to be provided in accordance with each prisoner's assessed risks, needs and behaviour as well as program/service availability.

The MSU Management Team is to consider the prisoner's MSU Management Plan and where appropriate include interventions based on the prisoner's pathway for progression. This may also include transitions planning and activity for prisoners who are within nine months of their fulltime discharge or parole eligibility.

Prisoners may be permitted access to the day/programs room or dedicated programs rooms to facilitate self-paced learning. Prisoners may be able to take approved library or course material into the room.

Security conditions including handcuffs are conditional upon the prisoner's current behaviour and stability with consideration given to all other relevant factors. Security conditions will be determined by the Chief Superintendent or Superintendent of the corrective services facility.

Unless otherwise specified in the MSU Management Plan, a prisoner is not to physically associate with another prisoner during course delivery.

5.3 Undergraduate, graduate or post-graduate studies requiring prisoners to conduct research

The Chief Superintendent or delegate of a corrective services facility must consult with the Director, ORMS, Specialist Operations regarding the approval of study requests in the following instances:

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- a) any external studies including undergraduate, graduate or post-graduate, which involve and/or require, or have the potential to involve and/or require, the prisoner to engage in areas of research as detailed in the QCS Research Guidelines;
- b) the Chief Superintendent or delegate is unsure whether the study and/or research may involve a risk to the safety and security of the corrective services facility;
- c) the study involves research that involves issues that may pose a risk to QCS; or
- d) the Chief Superintendent or delegate is unsure of the suitability of the field of study for the prisoner.

With the exception of requests to undertake research which is covered by the QCS Research Guidelines, the Chief Superintendent or delegate of a corrective services facility in consultation with the Director, ORMS, Specialist Operations must refer the prisoner's request to the Secretariat of the QCS Research and Evaluation Committee (refer to the QCS Research Guidelines), who will determine if their project needs approval from the Committee Chair or the full Committee. This includes any request for studies which requires, or has the potential to require, interaction with human subjects.

5.4 Information communication technology for study purposes

Prisoners enrolled in external studies may apply for a laptop through the QCS In-Cell Computer Program. Prisoners enrolled in applicable UniSQ courses may apply for an Offline Personal Device (OPD). Refer to the Computer Access for Prisoners section of this COPD.

Learning materials included in study packages from educational institutions may include CD-ROMS and DVDs. Access to these learning materials must be facilitated by the Education/Vocational Training Officers. Refer to the COPD Property: QCS Property, Tamper Labels, Electronic Equipment and Restrictions for appropriate recording and storage of CD-ROMS and DVDs.

5.5 Continuation of enrolment

Prisoners who have been approved to study an undergraduate or postgraduate course are not required to reapply each semester if they are continuing with the course that was approved for study (if a student is transferred to a different centre during the course of their studies, the new centre will need to advise approval via an Administrative Form 124 Request for Approval to Participate in Distance Education).

The Education/Vocational Training Officer has oversight of this process. The Chief Superintendent or nominated officer of a corrective services facility will be required to make a decision to continue to support the prisoner where there are changes to the course which result in an increase to the type or volume of support required from an Education/Vocational Training Officer.

6. Full-Time Students

Each secure placement centre must allocate a number of full-time student employment positions within the facility. Information regarding Incentive Payments is detailed in the COPD Prisoner Employment and the COPD Industries Management, and the Appendix IND4 Incentive Payment Streams and Rates.

A prisoner may request full-time student status directly to an Education/Vocational Training Officer.





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Employment as a full-time student is subject to a prisoner meeting one or more of the following criteria:

- a) a tertiary student who is working independently and may require access to additional resources, general guidance and/or tutorial assistance;
- b) a student wishing to address a deficit in language, literacy or numeracy and requiring an individualised learning program incorporating face-to-face contact with tutors; and/or
- c) a student who is enrolled in substantial education/VET classes.

Discretion may be exercised in relation to students who are undertaking a program of education that may not meet the criteria but is considered to be a full load for the particular student (for example, a prisoner from a non-English speaking background who speaks little or no English, a visually impaired or intellectually impaired student).

All full-time students must execute and agree to the terms and conditions of the Full Time Student Contract which is subject to a six-monthly review, the full-time student incentive payment is as follows:

Commencement (S1) 5 days – VET class attendance, Literacy and Numeracy (incl. PEL)
Sound Achiever (S2) 5 days – Tertiary: On Commencement, Pass/Credit results
High Achiever (S3) 5 days – Tertiary: Distinction/High Distinction results

A structured timetable must be determined for each full-time student outlining an appropriate level of class attendance and responsibilities. This timetable should include goals for a six-month period or the duration of the program, whichever is shorter. The goals should be established with the full participation of the prisoner

6.1 Performance reviews of full-time students

Participation as a full-time student is dependent on satisfactory progress in those courses for which approval was granted. Performance reviews must occur at regular intervals and at a minimum must coincide with reviews of the Progression Plan. Refer to the COPD Sentence Management: Assessment and Planning or E2E Attachment 2. Assessment and Planning; as appropriate dependant on the Centre's operating model.

The Administrative Form 127 Evaluation of Participant in Education Course form can be used for these reviews. Performance reviews must:

- a) document class attendance if applicable;
- b) document the level of performance, progress and/or achievement of outcomes;
- c) recommend for continuation or otherwise of full-time student status; and
- d) if appropriate, set further goals for the next review period.

The performance review must be recorded in the Intervention Case Report in IOMS.

7. Cost of Participation

Except if provided free of charge by a government, institution, organisation or person, the cost of participation in education courses must be met by the prisoner. Cost of participation may include:

- a) enrolment fees;
- b) co-contribution fees;
- c) amenities/union fees;





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- d) textbooks; and
- e) learning materials and software resources.

Corrective services facilities may enter into an agreement with a prisoner to make payment for a part of or the full cost of participation with repayment by the prisoner over an extended period of time subject to the:

- a) course being recommended in the prisoner's Progression Plan/Engagement Plan;
- b) prisoner meeting course enrolment requirements, education and/or experience prerequisites, as appropriate;
- c) satisfactory completion of previous course/s;
- d) course being accredited and the provider being a recognised education organisation;
- e) prisoner having the financial capacity to meet repayment requirements;
- f) prisoner being expected to remain at the corrective services facility for the period of time required to meet repayment requirements; and
- g) payment of fees by the corrective services facility being within budgetary limits.

Prisoners that are participating in educational courses will not be required to pay for photocopying and printing of documents that directly relate to their educational course work.

Prisoners are to be encouraged to seek alternative/concessionary funding arrangements for participation in education courses including deferral, scholarships, bursaries, trusts and financial hardship concession rates.

8. Individual Assessment

Individual assessments for each education course participant must be undertaken using the Form 127 Evaluation of Participation in Education Course:

- a) on completion of a certificate or competency unit/module;
- b) at six-monthly intervals for ongoing programs;
- c) on request; and
- d) if special circumstances exist.

Failure to participate in education courses recommended in the Progression Plan/Engagement Plan must be noted (with reasons if available). A prisoner must not be penalised for failing to complete a course where:

- a) the education/vocational course is unavailable at the placement facility;
- b) the prisoner elects to attend a WorkCamp and is unable to attend a nominated course;
- c) the prisoner chooses not to participate in a recommended education course due to the financial cost associated with participation; and
- d) a request to enrol in external studies is not approved by the Chief Superintendent, delegate or the Director, ORMS.

If a transfer to another corrective services facility is also under consideration, conformity with recommendations and continuity of education/vocational course enrolment should be observed where possible. Refer to the COPD Sentence Management: Classification and Placement or the E2E DCI Attachment 12 Sentence Management: Classification and Placement as appropriate dependent on the Centre's operating model.

9. Reporting/Statistics

Language, Literacy and Numeracy and Vocational Education and Training (VET) courses provided by QCS through the centrally contracted competitive funding tender must be reported as determined by contractual obligation at the commencement of each new contractual period.





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Corrective services facilities must be notified accordingly.

Education statistics including VET, language, literacy and numeracy, tertiary and other external education are to be maintained in accordance with various reporting requirements. In order to extract this data from Reporting Services enrolments in all categories of accredited education must be recorded in IOMS within the nominated timeframes.

Contracted service providers are required to report at the completion of each unit of competency. Education and Vocational Training Officers are to record course enrolments on IOMS prior to course commencement and attendance is to be updated daily (where possible). Contracted QCS funded VET courses are to be input and completed in IOMS and reported to the provider within 10 business days of the course completion. All records/reports are to be submitted to Education Services, ORMS.

For External Non-Government Service Providers, refer to the COPD Prisoner Development: Programs and Interventions.

10. Evaluations

All face-to-face education programs delivered within a facility must be evaluated for both delivery process and outcomes. Refer to the Education Officer and Vocational Training Officer Handbook for further information.

Process evaluations must occur at a facility level and will include at a minimum:

- a) quantitative outcomes of the program;
- b) facilitator assessment of the program; and
- c) participant feedback on the perceived value, structure and delivery of the program.

Participants should complete the Administrative Form 125 Participant's Evaluation of Education Course:

- a) at the completion of each qualification (for C3G) or unit of competency; and
- b) annually for ongoing programs.

Facilitators should complete the Administrative Form 126 Facilitator Evaluation of Education Course and the Administrative Form 127 Evaluation of Participant in Education Course:

- a) at the completion of each qualification (for C3G) or unit of competency; and
- b) annually for ongoing programs.

The participant and facilitator evaluation forms must be attached to the course file in IOMS. Education Services, ORMS, Specialist Operations must conduct outcome evaluations of prisoner education programs as required. Centres will be asked quarterly (January, April, July, October) to complete a Provider Feedback request. Details are then collated and used in Quarterly review meetings between the provider, Education Services and the Procurement and Contract Management Group.

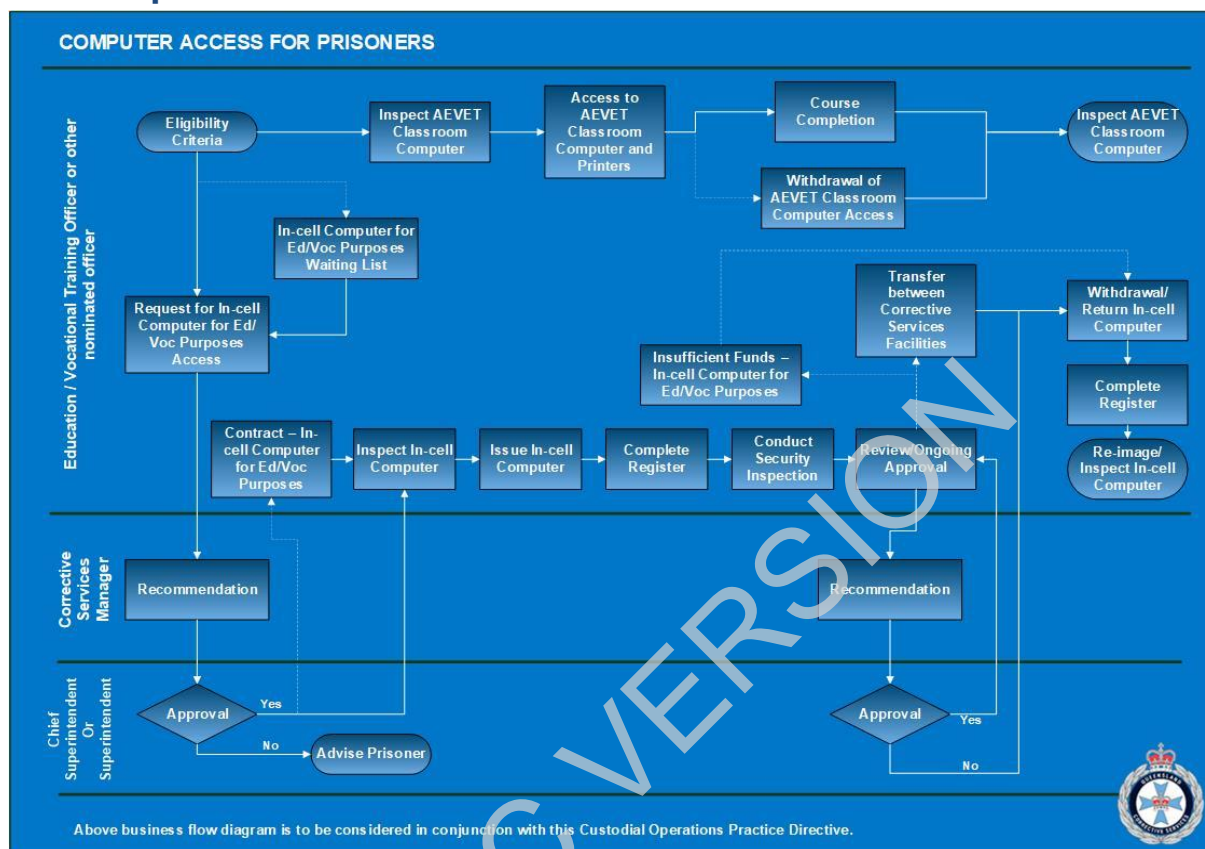
11. Records Management

Records of a prisoner's educational history while in custody must be maintained in IOMS. Copies of all awards, statements of attainment and certificates should be attached to IOMS (General Attachments), with the originals to be placed in the prisoner's property.



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12. Computer Access for Prisoners



12.1 Eligibility criteria for computer access for prisoners for educational/vocational purposes

A prisoner may only be granted access to an In-Cell Computer, UniSQ OPD or AEVET classroom computer for an approved educational or vocational education and training (VET) course. Prisoners must be approved by the Chief Superintendent of the corrective services facility to undertake studies via distance education to be eligible for an In-Cell Computer or UniSQ OPD. The AEVET classroom computers may only be used to assist in the delivery of the identified learning outcomes of the approved training modules or for approved educational courses. A prisoner must be enrolled in an approved VET course that is scheduled for delivery in the classroom. Access will only be for the duration of the scheduled VET course. Prisoners accessing the AEVET classroom computers during their participation in approved courses must be supervised at all times for the duration of the training.

A prisoner must not access or use a computer or peripheral device that stores official or prisoner information (e.g. a prisoner working in a store, reception or trade area of a corrective services facility must not be permitted to access or use a computer that stores official or prisoner information).

A prisoner must not use the computer to produce legal documents or personal correspondence/files. Inappropriate or pornographic information or material must not be stored on the computer.



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A prisoner must have sufficient funds and demonstrated future funding in their trust account to cover the costs of weekly rental of an In-Cell Computer or UniSQ OPD.

12.2 In-Cell computer waiting list

A waiting list of prisoners who meet the eligibility criteria for an In-Cell Computer must be maintained by the Education/Vocational Training Officer or other nominated officer.

13. Request for In-Cell Computer or UniSQ OPD Access

13.1 Request for Computer Equipment

To seek approval for use of an In-Cell Computer, UniSQ OPD or additional software a prisoner must complete and submit an Administrative Form 128 Request for Computer Equipment or UniSQ Offline Personal Device (OPD)/Software.

Prisoner access to In-Cell Computers at a work camp must be considered on a case by case basis, taking into account the prisoner's individual circumstances and if appropriate, approved by the Chief Superintendent or Superintendent of the corrective services facility.

13.2 Approval and advice to prisoner

If approval is granted, the completed Administrative Form 128 Request for Computer Equipment or UniSQ Offline Personal Device (OPD)/Software must be forwarded to the Education/Vocational Training Officer or other nominated officer for processing.

The approval process is to be completed by the Education/Vocational Training Officer or other nominated officer within four weeks of submitting the application. The Superintendent or nominated officer of a corrective services facility is responsible for the review and approval of the document.

Refer to the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers Instrument.

The prisoner must be supplied with an In-Cell Computer or UniSQ OPD as soon as practicable following completion of the approval process. Once issued, the In-Cell Computer is only to be used for the purpose that it has been rented. UniSQ OPD's are not to be used for legal purposes.

If approval is not granted the prisoner must be informed of the reason in writing within four weeks of submitting the application. The Superintendent or nominated officer of the corrective services facility is responsible for completion of this duty.

13.3 Contract – In-Cell Computer or UniSQ OPD for educational/vocational purposes

A prisoner approved for an In-Cell Computer or UniSQ OPD must receive, read and acknowledge that they understand the Administrative Form 131 In-Cell Computer or UniSQ Offline Personal Device (OPD) Contract. If necessary, the Education Officer should assist by explaining any areas in the contract that the prisoner does not clearly understand.

When the prisoner has indicated that they fully understand the terms and conditions of the Administrative Form 131 In-Cell Computer or UniSQ Offline Personal Device (OPD) Contract, they must sign and date the contract and provide their trust account details to the Education Officer.





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The form must be processed by the Education/Vocational Officer or other nominated officer prior to the In-Cell computer or UniSQ OPD being issued to the prisoner.

The scanned contract is to be attached to the prisoner's Offender File in IOMS General Attachments together with the Administrative Form 128 Request for Computer Equipment or UniSQ Offline Personal Device (OPD)/Software.

13.4 Issuing of In-Cell Computer/UniSQ OPD

The Education Officer is to complete the Administrative Form 132 In-Cell Computer Equipment or UniSQ Personal Device (OPD) Issue/Return.

The prisoner is to confirm the details of the In-Cell Computer or UniSQ OPD (device ID number and serial number) and sign the Administrative Form 132. The Education Officer is to liaise with the relevant Accommodation Manager to make arrangements for the delivery of the In-Cell Computer or UniSQ OPD to the prisoner.

The completed Administrative Form 132 is to be scanned and attached to the prisoner's Offender File in IOMS (General Attachments).

13.5 Inspect In-Cell Computer or UniSQ OPD

In-Cell Computer equipment and UniSQ OPDs must be inspected prior to issue. Any damage such as dents, scratches, scrapes must be recorded in the relevant sections of the Administrative Form 132 In-Cell Computer Equipment or UniSQ Offline Personal Device (OPD) Issue/Return.

The inspection is to be completed by the Education/Vocational Training Officer or other nominated officer prior to the equipment being issued to the prisoner.

13.6 Prohibited In-Cell Computer equipment

A prisoner must not be in possession of or have access to:

- a) equipment that would enable an In-Cell Computer to be linked to another computer or the Internet;
- b) a modem, facsimile card or other device that may enable direct contact with an outside source;
- c) a printer;
- d) a scanner;
- e) a USB or SD card (the only exception to this is where the Commissioner or Deputy Commissioner, Custodial Operations has provided prior approval);
- f) equipment that would enable reception or transmission of radio/telephone frequencies;
- g) software or other computer-based equipment that is capable of recording sound except a sound board or voice recognition software necessary due to a personal disability of the prisoner;
- h) a video camera or video capture card; or
- i) a joystick, game pad or other game control device unless required for approved educational purposes.

13.7 Portable storage devices

Portable storage devices/media (including, but not limited to CD-ROMs and DVD-RWs) for use by a prisoner must be purchased using local corrective services facility arrangements, except if provided for education, program or other approved activities.





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A prisoner may have possession of a maximum of two rewriteable discs and eight writeable discs and/or CD-ROMs in their cell. This allowance includes any discs used to maintain backup copies of prisoner files. Any discs or CD-ROMs in excess of 10 must be transferred to the prisoner's property store.

Discs and CD-ROMs must be:

- a) marked in a manner that clearly identifies the prisoner; and
- b) entered in the prisoner's property record.

Unauthorised data discs or CD-ROMs must be seized. Refer to sections 138-141 of the *Corrective Services Act 2006* (CSA).

The Education/Vocational Training Officer or other nominated officer is responsible for issuing portable storage devices and/or installing additional software as soon as practicable following completion of the approval process.

All software discs must be clearly marked with the prisoner's name and IOMS ID and remain the property of the prisoner. Software discs must be stored in the prisoner's property once loaded onto the In-Cell Computer or UniSQ OPD.

13.8 Software

Approval is required for any additional software. The prisoner must complete the Administrative Form 128 Request for In-Cell Computer or UniSQ Offline Personal Device (OPD)/Software. The prisoner must be informed that costs may be incurred at the prisoner's expense when purchasing additional software.

If additional software required by the prisoner is approved, the Education/Vocational Training Officer or other designated officer must:

- a) confirm the requirement of the software with the educational/vocational course provider;
- b) obtain quotes from preferred suppliers; and
- c) advise the prisoner of the availability and cost of the software. The Chief Superintendent of a corrective services facility in consultation with the Superintendent, Director, Digital Service Delivery may nominate preferred suppliers.

A prisoner may nominate a preferred supplier however the Chief Superintendent of a corrective services facility is not obliged to approve a purchase from that supplier (e.g. if issues of reliability, location or reputation of supplier are in doubt). Computer software for a prisoner received from outside educational sources including other corrective services facilities may be accepted subject to:

- a) the Chief Superintendent of the receiving corrective services facility granting approval for

At the time of approval for an In-Cell Computer any approved additional software required by a prisoner must be installed by the designated officer at the corrective services facility.

Once installed on a hard drive, software discs or CD-ROMs must be stored in a prisoner's property except if a particular program requires a disc or CD-ROM in order to operate. Refer to section 317 of the CSA.





Custodial Operations Practice Directive

All software unless explicitly stated by the manufacturer to the contrary is covered by copyright. Refer to section 21(5) and 132 of the *Copyright Act 1968* (Cth). Infringing software must not be stored, installed or used by any person within a corrective services facility. In some instances, copyright does not cover resale and proof of sale may not be proof that the software conforms to copyright condition; however in most cases proof of purchase will be sufficient.

If it is suspected that copyright laws have been breached through the use of unauthorised or illegally copied software or the use of software, approval for use of an In-Cell Computer must be withdrawn and the computer removed, unless proof of ownership/purchase or non-infringement of copyright can be established. Refer to the Withdrawal/Return of In-Cell Computer or UniSQ OPD section of this COPD.

13.9 Computer register

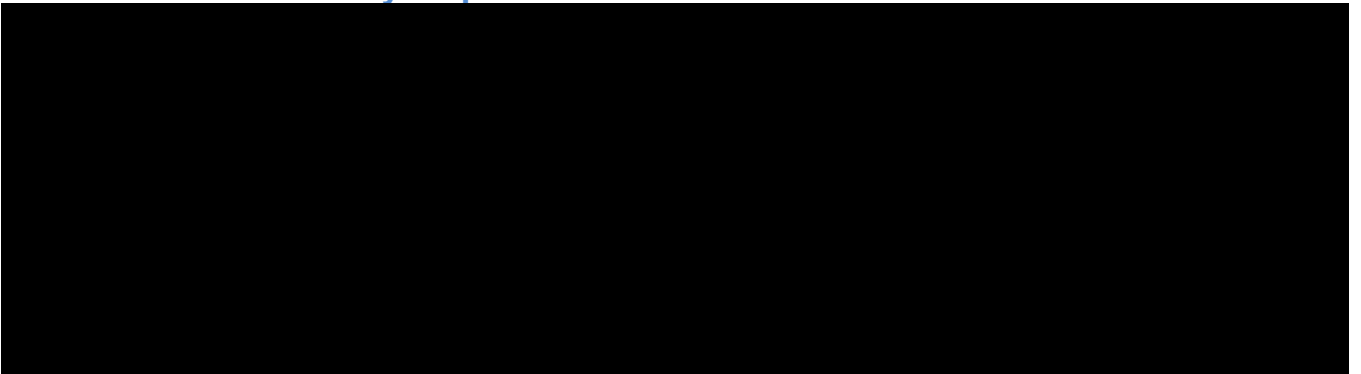
The Chief Superintendent of a corrective services facility or nominated officer must maintain a register of all prisoners who have approval for In-Cell Computer equipment and UniSQ OPDs. The register must include:

- a) the prisoner's name and IOMS ID number;
- b) the date of approval;
- c) any conditions of approval;
- d) the serial number and description of the approved In-Cell Computer/UniSQ OPD;
- e) if applicable, the date of review and possible renewal of rental contract;
- f) if applicable, a record of approved, additional software;
- g) when a rental is completed the:
 - i. date of completion/return;
 - ii. condition of In-Cell Computer/UniSQ OPD on return;
 - iii. name of the person the In-Cell Computer/UniSQ OPD was returned to;
- h) when approval is withdrawn the:
 - i. date of removal; and
 - ii. reason/s for withdrawal.

The register must be updated the same day the In-Cell computer or UniSQ OPD is issued/returned/withdrawn by an officer nominated by the Chief Superintendent of the corrective services facility. The register must be submitted to Education Services, ORMS on a quarterly basis (January, April, July and October) or on request.

Refer to the COPD Daily Operations: Gate Books, Log Books and Registers.

13.10 Conduct security inspection





A prisoner with an In-Cell Computer must save their data to the Student Files drive. Documents and data not saved to this folder will be deleted when the computer is shut down. A prisoner's attempt to save data not in accordance with this instruction may constitute a breach of the conditions of issue of the In-Cell Computer. Prisoners are responsible for regularly backing up their files to a removable storage device (e.g. DVD-RW) to protect against data loss.

The content of In-Cell Computers and software may be subject to examination at any time without notice. Any examination must be conducted by a suitably qualified or authorised person or organisation at QCS' expense (refer to section 317 of the CSA).

Prisoners must not protect access to a file or application by password. If a prisoner protects a file or application and refuses to remove the protection, the computer must be removed immediately, approval suspended and an investigation undertaken. Refer to the Withdrawal/Return of In-Cell Computer or UniSQ OPD section of this COPD.

If it is identified that inappropriate use of the In-Cell Computer may have occurred, the Chief Superintendent or delegate of a corrective services facility may authorise and organise a security inspection of the In-Cell Computer. Checking of files and data stored on the In-Cell Computer may be conducted at any time by the Chief Superintendent or delegate of a corrective services facility.

Should any prohibited item, pornographic image or other unsuitable material be located, the computer must be removed immediately, approval suspended and an investigation undertaken. Refer to the Withdrawal/Return of In-Cell Computer or UniSQ OPD section of this COPD.

13.11 Insufficient funds – In-Cell Computer or UniSQ OPD

If at any time during the rental period a prisoner has insufficient funds in their trust account to cover the costs of weekly rental of an In-Cell Computer/UniSQ OPD an Administrative Form 134

Notification of Insufficient Funds must be completed to advise the prisoner that:

- there are insufficient funds in their trust account to cover the required costs;
- they have seven working days to make funds available to cover the required costs; and
- failure to cover the required costs will result in cancellation of the rental contract and removal of the In-Cell Computer/UniSQ OPD. Refer to the Withdrawal/Return of In-Cell Computer or UniSQ OPD section of this COPD.





Custodial Operations Practice Directive

The completed Administrative Form 134 is to be scanned and attached to the prisoner's Offender File in IOMS (General Attachments).

13.12 Review/ongoing approval

Ongoing approval for a prisoner's use of an In-Cell Computer or UniSQ OPD is subject to the prisoner continuing to meet the eligibility criteria of initial issue.

The Education/Vocational Training Officer or other nominated officer must check eligibility criteria at a minimum of six-monthly intervals if the equipment has been issued for Educational/Vocational Education purposes.

13.13 Transfer between corrective services facilities

In-Cell Computers and UniSQ OPDs remain the property of the corrective services facility to which they were issued and will not be transferred with a prisoner. The prisoner will need to reapply for approval at the placement centre. Refer to the Request for In-Cell Computer or UniSQ OPD Access section of this COPD.

If a prisoner is transferred, every effort should be made for the prisoner to continue use of an In-Cell Computer or UniSQ OPD at the placement facility. If a prisoner is renting an In-Cell Computer or UniSQ OPD as part of an education course and is considered for transfer to another facility, consideration of the prisoner's education plan and current course enrolment must be taken into account. Conformity with recommendations and continuity of course enrolment should be observed wherever possible.

Prior to transfer, a prisoner issued with an In-Cell Computer for educational/vocational education purposes should back up their files to a rewritable disc and apply to have that disc added to their property. An Education/Vocational Training Officer or other nominated officer will complete the back-up process for prisoners issued with a UniSQ OPD, or prisoners who were transferred at short notice. If the prisoner is re-issued with an In-Cell Computer or UniSQ OPD for educational/vocational education purposes following their transfer, the information contained on the data disc/s or CD-ROM/s will be transferred to the new In-Cell Computer.

14. Withdrawal/Return of In-Cell Computer or UniSQ OPD

14.1 Ceases to meet eligibility criteria

If a prisoner who has approval for an In-Cell Computer or UniSQ OPD ceases to meet the eligibility criteria for continued approval (e.g. withdraws from the study program):

- a) the In-Cell Computer or UniSQ OPD must be removed immediately;
- b) the rental contract must be terminated (where applicable);
- c) any software (except data discs) must be placed into the prisoner's property and held in storage (where applicable); and
- d) approval for an In-Cell Computer or UniSQ OPD must be withdrawn.

14.2 Inappropriate use/damage to In-Cell Computer, UniSQ OPD and/or equipment

If a prisoner damages an In-Cell Computer, UniSQ OPD, the power cable or any of the software components that are not owned by the prisoner, the cost of repairs other than for fair wear and tear will be deducted from the prisoner's trust account (refer to section 314 of the CSA, section 42 of the Corrective Services Regulation 2017 (CSR) and the COPD Prisoner Entitlements: Prisoner Finances). The device and equipment must be removed immediately and contract suspended (if applicable) while an investigation is undertaken.





Custodial Operations Practice Directive

Where access was permitted for educational/vocational purposes, there must be no further approvals or rental contracts granted to the prisoner until a decision regarding the return of the computer and future approval is made in consultation between the Chief Superintendent of a corrective services facility and the Deputy Commissioner, Custodial Operations.

If after investigation the prisoner is found to have wilfully damaged the components mentioned above, the rental contract (if applicable) must be terminated and approval for an In-Cell Computer or UniSQ OPD withdrawn. There must be no further approvals or rental contracts granted to the prisoner. The process must be recorded in a case note and incident report (where necessary) in IOMS.

Action is to be taken immediately by the Education/Vocational Training Officer or other nominated officer upon detection of inappropriate use or damage, with the Chief Superintendent or Superintendent of a corrective services facility responsible for reviewing and approving any action taken.

14.3 Re-image/inspect In-Cell Computer or UniSQ OPD

When an In-Cell Computer is returned by a prisoner it must undergo a re-image process to remove all previous data and replace the initial settings of the laptop, prior to issue to the next eligible prisoner. This process must be conducted by the Education/Vocational Training Officer, or other nominated officer, as specified in the User Guide for Education Officers: Multipurpose Laptop Managed Operating Environment.

The date of return and condition of the In-Cell Computer or UniSQ OPD on return must be recorded and the Trust Accounts Officer notified to cease rental deductions from the prisoner's account.

In-Cell Computer equipment and UniSQ OPDs must be inspected on return from rental, prior to issue to the next eligible prisoner. Any damage such as dents, scratches, scrapes must be recorded in the relevant sections of the Administrative Form 132 In-Cell Computer Equipment or UniSQ Offline Personal Device (OPD) Issue/Return.

Upon return of an In-Cell Computer or UniSQ OPD, the next eligible prisoner is to be offered the In-Cell Computer or UniSQ OPD for rental.

15. AEVET Classroom Computer Access - Inspect AEVET Classroom Computers

A regular check of files stored on the AEVET classroom computers must be conducted by the Education/Vocational Training Officer or other nominated person/s, at least quarterly.

15.1 Access to AEVET classroom computers and printers

Prior to the commencement of training, a student user account and password will be set up for the prisoner by the Education/Vocational Training Officer.





The Chief Superintendent or delegate of a corrective services facility is responsible for ensuring that an appropriate printer is available and maintained for use with the AEVET classroom computers. This printer is only to be used to produce hard copies of program outcomes, vetted by the program facilitator and required for evidence purposes.

15.2 Records

[REDACTED]. The Chief Superintendent of a corrective services facility or nominated officer must maintain an up-to-date record of prisoners assigned to each login. This record must include the:

- a) prisoner's name and IOMS ID;
- b) allocated access password;
- c) access commencement date;
- d) access completion date;
- e) date student files downloaded and deleted; and
- f) date downloaded files given to prisoner or entered into their property (if applicable).

15.3 Prohibited computer equipment

Refer to the Issue In-Cell Computer or UniSQ OPD section of this COPD.

15.4 Software

Prisoners are not permitted to upload any additional software or files on to the AEVET classroom computers. There is no requirement for prisoners participating in external programs to use their own CD-ROMs or discs to store or upload data.

15.5 Compliance access

The content on the AEVET classroom computer server may be subject to examination at any time without notice. Any examination must be conducted by a suitably qualified or authorised person or organisation at QCS' expense. Refer to section 317 of the CSA.

15.6 Security

The AEVET classroom computers have been provided by QCS to support and enhance the effective delivery of approved, nationally accredited education and training to prisoners. They have been set up in a secure environment with a server, thin clients, a network printer and a network switch. While the AEVET classroom computers are networked, the network is isolated and has no connection to the QCS network, internet or any other network.





Custodial Operations Practice Directive

Removal of any of the AEVET classroom computers or their components from the designated centre location is not permitted unless approved by the Chief Superintendent or the Superintendent of the corrective services facility. Prior to the removal the Superintendent, Director, Digital Service Delivery is to be notified.

15.7 Universal Storage Bus (USB) devices

Chief Superintendents of corrective services facilities must implement a process that ensures all USB devices are recorded into a register and reconciled on a fortnightly basis, stored securely at all times, and used in accordance with their intended purpose.

15.8 Relocation of AEVET classroom computers

The AEVET classroom computers are provided to support and enhance the effective delivery of approved, nationally accredited vocational education and training to prisoners in corrective services facilities.

Should a corrective services facility opt not to select education or training modules that require the use of the AEVET classroom computers, their allocated computers may be relocated to another corrective services facility that has been identified as having a need for additional AEVET classroom computers. The Chief Superintendent or the Superintendent of the corrective services facility must provide approval for any subsequent relocation of unused AEVET classroom computers. Prior to the relocation the Superintendent, Director, Digital Service Delivery is to be notified.

16. Withdrawal of AEVET Classroom Computer Access

Prisoners must not protect access to an AEVET classroom file or application with a password. If a prisoner protects a file or application and refuses to remove the protection, their access to the AEVET classroom computers is to be ceased immediately and their participation in the education or training program withdrawn while an investigation is undertaken.

Pending the results of the investigation, the prisoner's participation in further vocational training requiring the use of the AEVET classroom computers is at the discretion of the Chief Superintendent of the corrective services facility. The process must be recorded in a case note and incident report (where necessary) in IOMS.

17. Course Completion

All required course activities and assessments are to be stored electronically on the AEVET classroom server under the prisoner's assigned student account while they are participating in a course. An approved hard copy of outcomes for evidence purposes may be printed and vetted by the program facilitator using the secure printer connected to the network in the classroom. Refer to the User Guide for Education Officers: AVET Virtual Desktop Infrastructure MOE.

If a prisoner ceases to participate in the course, their access to the AEVET classroom computers also ceases. Any files stored under their student account are to be copied, provided to the prisoner if relevant, and then deleted from the server. The prisoner's student account is then also deleted.

The completion of courses delivered via the AEVET classroom computers must be recorded in IOMS within 10 business days by the Education/Vocational Training Officer.





Custodial Operations Practice Directive

18. Inspect AEVET Classroom Computers

Checking of files and any data stored on the AEVET classroom computer network may be conducted at any time by the Chief Superintendent of a corrective services facility or nominated officer. If it is identified that inappropriate use of the AEVET classroom computers may have occurred, the Chief Superintendent of a corrective services facility or nominated officer may authorise and organise a security inspection of the computers.

Should any prohibited item, pornographic image or other unsuitable material be discovered on a student account, the prisoner with access to this account must be identified and an investigation undertaken. Any prisoner identified as being responsible for inappropriate use of the AEVET classroom computers will have their access to the AEVET classroom computers terminated. The process must be recorded in a case note and incident report (where necessary) in IOMS.

Refer to the COPD Incident Management: Incident Management Process.

Pending the results of the investigation, the prisoner's participation in further courses requiring the use of the AEVET classroom computers is at the discretion of the Chief Superintendent of a corrective services facility after consultation with an Assistant Commissioner within Custodial Operations.

18.1 AEVET classroom computer server security maintenance

19. Prisoner Access to State Library of Queensland Resources

Where a prisoner is requesting access to State Library Queensland Resources, refer to the Appendix PD17 Instructions for Prisoners Requesting State Library Queensland Resources.

20. Support

The Offender Rehabilitation and Management Services (ORMS) Education Services team provides support and advice to Education Officers and Vocational Training Officers in relation to the implementation of education and training delivery in centres.

Further information can be found under the Related directives and documents of this COPD:

- a) Education Officer and Vocational Training Officer Handbook;
- b) Education Fact Sheet; and
- c) Australasian Corrections Education Association.

