



Queensland Corrective Services  
**Applicant Guide**  
Custodial Correctional Officer

November 2018



**Queensland Corrective Services offers you a career that is challenging and rewarding. The following information is provided to assist you in determining if the role of a Custodial Correctional Officer (CCO) is suitable for you.**

**About Queensland Corrective Services (QCS)**

Queensland Corrective Services is a top-tier public safety agency that enhances the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximize rehabilitation and reduce recidivism.

QCS employs more than 4,900 full-time equivalent staff and works in partnership with other key criminal justice agencies in the critical role of community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders.

**Our vision**

Our vision is to deliver high-performing, evidence-based corrective services that contribute to a fair, safe and just Queensland.

**Our purpose**

The purpose of QCS, in partnership with other criminal justice agencies, is to deliver community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders.

**Our values**

Our values underpin everything we do and are the building blocks for our workplace culture. They guide our behaviour and decision-making and support us in being a high-performing, impartial and productive workplace that puts the people of Queensland first.

QCS shares the Queensland Public Service values.



Customers first



Ideas into action



Unleash Potential



Be courageous



Empower people

**Queensland Corrective Services - Statewide Operations**

Statewide Operations (SWO) provides strategic oversight, governance, communications and support to regions in the delivery of statewide probation and parole and custodial operational services in Queensland.

SWO is responsible for developing and monitoring processes in the delivery of probation and parole and custodial services throughout Queensland through key functional areas of operational practice and governance compliance and risk.

**Custodial Operations**

QCS manages approximately 8,600 average daily number of prisoners detained in custody. These prisoners are managed in a variety of high, low and community custody facilities across Queensland, including:

- 11 high security prisons
- 6 low security facilities
- the Princess Alexandra Hospital Secure Unit
- 13 work camps.

**High security facilities**

High security correctional centres have a secure perimeter to ensure containment. Approximately 86 per cent of the State's incarcerated prisoners are held in these centres.

Prisoners are managed according to their assessed security classification and particular needs with the provision of opportunities for rehabilitation through participation in education, work, vocational training, and programs designed to address offending behaviour.

**Locations**

- Borallon Training and Correctional Centre
- Brisbane Correctional Centre
- Brisbane Women's Correctional Centre
- Capricornia Correctional Centre
- Lotus Glen Correctional Centre
- Maryborough Correctional Centre
- Townsville Correctional Complex:
  - Male Correctional Centre
  - Female Correctional Centre
- Wolston Correctional Centre
- Woodford Correctional Centre.

### Low security facilities

Low security centres differ from high security in that there is less reliance on physical containment. To be placed in low security, prisoners require a low security classification and an assessment as part of their sentence management as to their suitability.

#### Locations

- Capricornia Correctional Centre (farm)
- Helana Jones Centre at Albion (community custody)
- Lotus Glen Correctional Centre (farm)
- Numinbah Women's Correctional Centre (farm)
- Palen Creek Correctional Centre (farm), and
- Townsville Correctional Centre – including separate men's (farm) and women's facilities.

### Work camps

There are currently 13 work camps that operate throughout Queensland, of which 11 are for male prisoners and two for female prisoners.

#### Locations – men

- Blackall
- Boulia
- Charleville

- Clermont
- Dirranbandi
- Innisfail
- Julia Creek
- Mitchell
- Springsure
- St George
- Winton.

#### Locations – women

- Bowen
- Warwick Showgrounds.

### Escort and Security Branch

The Escort and Security Branch, based at Wacol, is responsible for the safe and secure transportation of prisoners in South East Queensland between corrective services facilities and places where prisoners are required to attend.

The branch is responsible for the custody of prisoners while within the confines of the Brisbane Magistrates Court and the Brisbane Supreme and District Court. The branch also operates the Princess Alexandra Hospital Secure Unit and the Escort Unit.

## Custodial Correctional Officer – Role and Responsibilities

Being a CCO is a rewarding and challenging career. CCOs work as part of a team that is responsible for the safe, secure and humane management of prisoners. Your work days will be dynamic and challenging, and you will have the opportunity to make significant contributions towards the rehabilitation of prisoners.

Your key responsibilities include, but are not limited to:

- supervising, monitoring and managing prisoners
- employing appropriate security measures to ensure the safe custody of prisoners, including monitoring property and equipment and conducting random searches for contraband
- advising prisoners of their rights and responsibilities while in custody
- ensuring prisoners maintain acceptable levels of hygiene and cleanliness by conducting regular cell inspections
- assisting in determining a prisoner's rehabilitation plan
- providing reports on prisoner rehabilitation, security, welfare and behaviour
- undertaking escorts (transport and supervision) of prisoners outside the correctional centre
- preparing formal reports about incidents that occur
- responding to emergencies (including prisoner conflict, injuries and medical crises)
- participating in ongoing training to maintain currency of core qualifications.

You will also need to practice and appreciate a range of different cultural values, through working with and alongside Aboriginal and Torres Strait Islander people, promoting awareness and understanding to all internal and external stakeholders.

For further information on the role and responsibilities, please refer to the Role Description.

### What are we looking for?

To meet the demands of the role of a correctional officer we are looking for people from all walks of life who demonstrate integrity, maturity and life experience.

CCOs often spend more time with prisoners than anyone else, so they play a key role in encouraging prisoners to attend and complete their rehabilitation and education programmes, trade training and other programmes inside the wire. In this way CCOs contribute to reducing re-offending.

The successful candidate will:

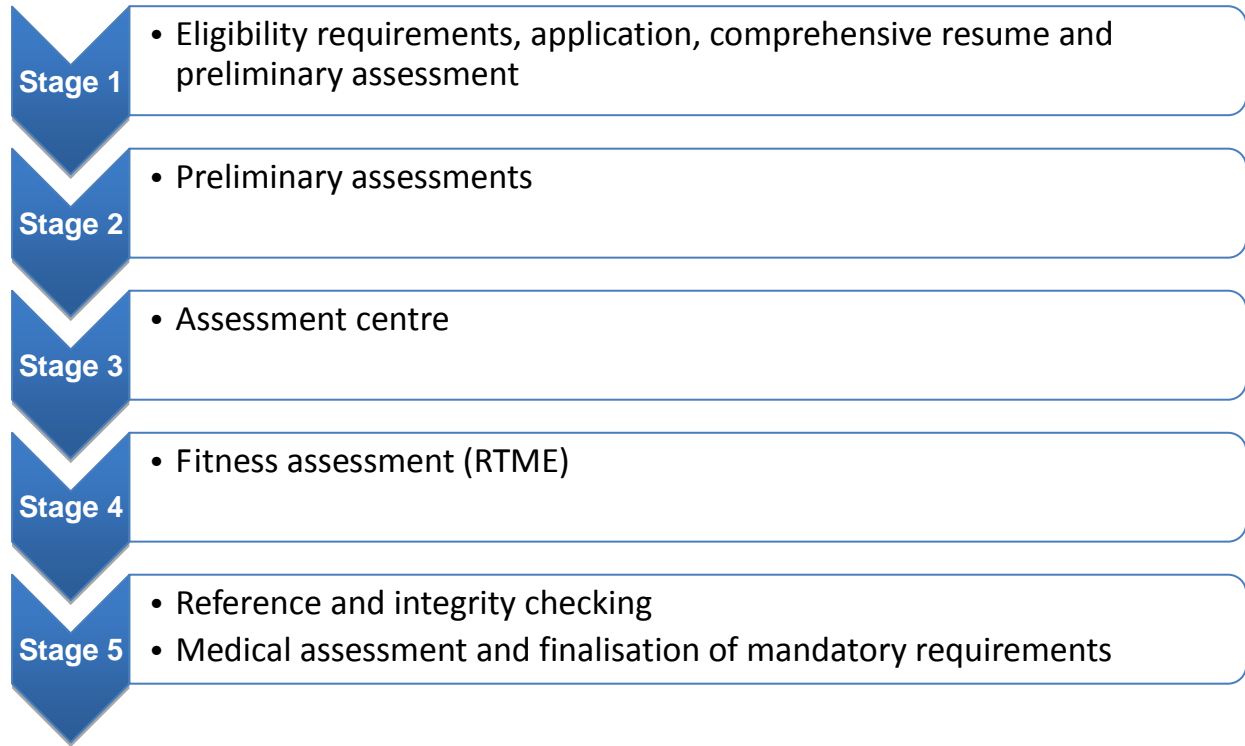
- be an Australian or New Zealand citizen or a Permanent Resident of Australia
- hold a Queensland Driver's licence
- hold a current First Aid Certificate (HLTAID003 Provide First Aid) with 12 months validity upon commencement
- be of good character, with strong communication and organisation skills
- work well within a team
- can relate to people from all walks of life
- able to identify and respond to potentially challenging situations
- have skills and ability to work in a cross-cultural environment
- be able to demonstrate a good level of fitness by participating in a fitness assessment
- have a good standard of literacy and can comfortably use computers and technology.

Our corrections officers come from a wide variety of backgrounds; from trades and farming to office jobs, retail, teaching and social agencies – so your experience could be just what we are looking for!

## Recruitment and Selection Process

QCS maintains an ongoing recruitment campaign for entry to our CCO roles throughout Queensland and is advertised on the Queensland Government SmartJobs website.

QCS Recruitment will notify applicants of their progression through each stage of the process.



## Stage 1 – Eligibility requirements, application, comprehensive resume & preliminary assessment

You will be required to complete an online application form including all required details as outlined in Stage 1. The online application takes approximately 30 minutes to complete. You will be required to attach all supporting evidence during your online application; therefore it is recommended that all relevant paperwork is on hand. After submitting your online application, you will receive a computer-generated email confirming your application has been received.

### Personal details

You must provide personal details (i.e. name, residential and/or postal address, contact phone numbers and email address), including details if you have been known by any other name.

### Ability to work in Australia

You must have the ability to work in Australia, i.e. Australian citizenship, New Zealand citizenship, Australian resident status or a valid permanent work visa.

Provide electronic copies of documentary evidence to support citizenship, permanent residency or work status (e.g. birth certificate, passport, citizenship certificate, work visa).

### First aid qualifications

You will be required to obtain a nationally recognised Provide First Aid Certificate HLTAID003, identifying unit of competency HLTAID001 (Provide cardiopulmonary resuscitation), HLTAID002 (Provide basic emergency life support) and HLTAID003 (Provide first aid) or equivalent.

If you do not currently hold a First Aid Certificate with at least one year of currency remaining, you must be prepared to obtain this qualification at Stage 5 of the selection process.

### Comprehensive resume

You must provide a comprehensive resume which includes details of your employment history and educational achievements.

Please note, this document will be used to assess whether you meet the requirements of the application. Therefore, failure to include this detail will impact on your progression.

Employment history should include a full list of your work history, including your responsibilities and achievements of current and previous roles, as well as an account of employments gaps and relevant community service.

Education achievements should include a list of any completed tertiary study, vocational education or

work-relevant courses. Evidence to support the employment and education history outlined in your resume may be requested at a later stage in the recruitment process.

### Criminal History Check (CHC)

When an applicant is recommended for a role, a criminal history check must be conducted if the applicant is not an existing permanent employee of the Queensland Corrective Services.

Applicants recommended for appointment will be asked to provide adequate proof of identity and written consent for the QCS to conduct a criminal history check through the Queensland Police Service. Failure (without reasonable explanation) to provide the appropriate documentation and consent will render the applicant unsuitable for appointment.

Applicants recommended for appointment that have resided in New Zealand and were 16 years of age or older at the time of residing in New Zealand, will require a New Zealand Criminal History Check. The applicant will be provided with this application to complete.

International checks are required from all countries (excluding New Zealand) that you have resided in for a minimum period of 6 months (cumulative) in the previous 10 years. People recommended for appointment are required to provide the required information from the appropriate authority in all relevant countries. Visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for more information.

Appointment to the role will be contingent on the satisfactory outcome of the criminal history check and the appointment cannot be finalised until the criminal history checking process is completed. Depending on the relevant duties of the role, having a criminal history may not necessarily result in disqualification for appointment.

If, after obtaining an adverse criminal history report, the authorised delegate considers that the recommended person may be unsuitable for the role, the recommended person may make a written submission about why they are suitable for appointment before any final decision is made.

## Stage 1 – Eligibility requirements, application, comprehensive resume & preliminary assessment (cont.)

### References

Applicants are expected to provide the names and contact details of two referees. At least one referee must be a recent supervisor and have thorough knowledge of an applicant's conduct and performance within the previous two years.

Referee checking is a mandatory requirement for all QCS employment.

Referees may be asked if there are any previous issues of performance or conduct that we should be aware. For applicants who are, or were formerly, a Queensland Government employee, the selection panel will ensure that reference checking is conducted in relation to all your relevant employment with the Queensland Government.

### Entry Pathways

There are ten entry pathways throughout Queensland:

- Borallon Training and Correctional Centre
- Wolston Correctional Centre
- Brisbane Correctional Centre
- Brisbane Women's Correctional Centre
- Escort and Security Branch
- Woodford Correctional Centre
- Maryborough Correctional Centre
- Lotus Glen Correctional Centre
- Capricornia Correctional Centre
- Townsville Correctional Centre

If your preference is to work at Wolston Correctional Centre, Brisbane Correctional Centre and Brisbane Women's Correctional, you will be allocated to these correctional centres based on operational needs within the Wacol precinct.

### Previous applicants

Applicants who have previously applied for employment as a CCO with QCS may have the results of any assessment completed as part of the recruitment and selection process taken into

consideration as part of any future recruitment campaigns.

Testing completed as part of the recruitment and selection process will remain active for a period of 12 months.

### Supporting documentation

Should you progress to Stage 3 of the recruitment and selection process, you will be required to produce originals of all supporting documentation for the QCS to verify. Failure to produce at this stage, may impact your progression.

### Disclosure of previous serious disciplinary action

Applicants recommended for appointment or secondment with the department shall be required to disclose any history of serious disciplinary action taken against them as an employee of the Queensland Public Service.

Only recommended applicants for advertised positions who are or were public service employees, including senior executives, senior officers, temporary employees engaged under section 148 and general employees engaged under section 147 of the Public Service Act 2008 are required to disclose any serious disciplinary action taken against them while employed by the Queensland Public Service.

In assessing any disciplinary history, the selection panel will consider:

- the nature, seriousness and timeframe of the disciplinary history
- whether it shows a pattern of behaviour
- any impact on the duties and responsibilities of the role you have applied for, and
- The existence of serious discipline history does not exclude you from appointment, rather is a factor to be considered in determining your suitability for the role.

### Progression to Stage 2

For recruitment to the role, you will be required to undergo a broad range of assessments to determine suitability for the role as, by their nature, these are demanding positions and there is a high level of expectation placed on a CCO.

If you have met the eligibility requirements for the role, you may be invited to complete a series of merit-based assessments as detailed in Stage 2 and Stage 3.

**At the end of Stage 1, a panel will consider your application against the requirements of the CCO role. If your application is deemed competitive, you may be invited to progress to further stages of the recruitment and selection process.**

## Stage 2 – Preliminary assessments

If you have met the requirements outlined in Stage 1 of the recruitment and selection process, you may be invited to complete a series of merit-based preliminary assessments.

This stage may include, but is not limited to, assessments such as:

- typing, alpha numeric data entry, computer work skill assessments
- psychometric assessments
- telephone screening

**At the end of Stage 2, a panel will consider your application against the requirements of the CCO role. If your application is deemed competitive, you may be invited to progress to further stages of the recruitment and selection process.**

## Stage 3 – Assessment centre

### What to expect:

If you have met the preliminary requirements outlined in Stages 1 and 2 of the recruitment and selection process, you may be invited to attend an Assessment Centre and participate in a range of merit-based, competitive selection techniques for the role of CCO.

The assessment centres will be conducted across the state and may take a half-day to complete.

The assessments may include, but are not limited to, a range of:

- individual and group exercises
- behavioural interview
- situational judgement assessment
- work skill, report writing assessment

### How to prepare:

- Familiarise yourself with the role description and materials made available online including the key functions and responsibilities of the role and the basis for selection
- Ensure you have planned for adequate sleep and food prior to the assessments
- Wear appropriate interview attire.

### What to bring:

Originals of all supporting documentation submitted during your online application.

You will be responsible for the costs associated with any travel to attend the assessment centre.

**At the end of Stage 3, a panel will consider your application against the requirements of the CCO role. If your application is deemed competitive, you may be invited to progress to further stages of the recruitment and selection process.**

## Stage 4 – Fitness assessment (Respond to Medical Emergency)

If you have met the preliminary requirements outlined in Stages 1 to 3 of the recruitment and selection process, you may be invited to attend a fitness assessment.

This assessment comprises of a circuit activity, to be completed in 5 minutes or less, which includes:

- Continuous run comprising a series of laps (approx. 100 m per lap), with a stair ascent and descent of approx. 10 steps at the end of each lap. The total distance of the run is 500m.
- Arm thrusts x 10
- Leg Raises x 10
- Stand/Push/Sit Drill x 10
- 20m Dummy drag (70kg)
- Provide a brief coherent description of the incident.

**At the end of Stage 4, if you complete the RTME assessment within 5 minutes or less, you will be invited to progress to further stages of the recruitment and selection process.**



## Stage 5 – Reference checking, integrity checking, medical assessment and finalisation of mandatory requirements

### Reference checks

QCS will review your overall assessment centre performance and initial reference reports and may contact referees to obtain additional specific feedback on your current/previous job performance, workplace behaviour and any other relevant information.

### Medical assessment

You will be required to undertake a CCO Medical Assessment conducted by our approved medical provider. Applicants will be assessed against the CCO Medical Standards which reflect the requirements of the CCO role.

The approved medical provider will provide you with a report at the time of the assessment or via email within 15 days.

The result of your medical assessment may remain valid for 12 months. This assessment can be conducted at a number of locations throughout Australia.

Information on this assessment will be provided to you at the appropriate time in the recruitment and selection process.

### Follow up assessments (if required)

During Stage 4, you may be invited to participate in further assessments, such as a phone screen or interview with a QCS approved Psychologist and/or a QCS panel.

### Mandatory requirements

If you have progressed to Stage 5 of the recruitment and selection process, you must ensure the final mandatory requirements have been emailed to the QCS Recruitment Team, [CCORecruitment@corrections.qld.gov.au](mailto:CCORecruitment@corrections.qld.gov.au).

### Private relationships as a conflict of interest

QCS has a strict policy and code of conduct concerning private employee relationships with offenders and prisoners. You are required to declare a pre-existing relationship prior to commencement of employment. Failure to make this declaration prior to commencing employment could result in termination of your employment or other disciplinary action being taken.

**At the end of Stage 5, a panel will consider all of your application and medical assessment results against the requirements of the CCO role. If your application is deemed competitive, you will be considered for employment with QCS.**

**When the selection process is finalised, you will remain in our talent pipeline for up to 12 months.**

## Employment Conditions and Benefits

CCOs enjoy excellent and competitive employment conditions. QCS employees have access to a total rewards package as part of their employment experience. This includes rewards and benefits such as, competitive salary and superannuation, employment security, salary packaging and health and wellbeing programs.

### Salary – 10-week Custodial Officer Entry Program (COEP)

You will receive a training salary of \$1860.50 per fortnight, during the 10-week Custodial Officer Entry Program (COEP).

Once training has been completed, entry level officers commence on \$48,538 per annum and, with experience and development, may increment to \$63,221 per annum. Degree qualified applicants may be entitled to commence at a higher rate with incremental progression to \$74,580.

**IMPORTANT:** Opportunities are available for CCOs to be appointed to a Correctional Centre/Facility or Escort and Security Branch, Courts Unit. Please see below for more information.

### Salary - Custodial Correctional Officer, Correctional Centre:

As CCO working in a Correctional Centre/Facility you will contribute to the safe, secure and efficient operation of the correctional centre or facility and act as a role model for prisoners, and encourage them to amend their behaviours to support rehabilitation.

Conditions & entitlements snapshot:

- 28.5% aggregated shift allowance in addition to base salary
- 5 weeks annual with 27.5% leave loading
- 12.75% employer superannuation contribution
- additional allowances are paid where applicable and overtime may be available
- rostered shift length between 8-12 hours, typically 12 hour shifts
- shifts worked average 38 hours per week over the life of the roster
- roster patterns vary at each correctional centre
- 24/7 operating environment means you will be rostered to work nights, weekends and public holidays
- locality allowances are available for permanent staff appointed to Lotus Glen Correctional Centre, Capricornia Correctional Centre and Townsville Correctional Centre in accordance with [Locality Allowances Directive 16/18](#).

### Salary - Custodial Correctional Officer, Escort & Security Branch: Courts Unit - Supreme, District and Magistrates Courts (Brisbane CBD)

The Courts Unit is responsible for the safe and secure custody of prisoners whilst within the confines of the Brisbane Metropolitan Magistrates Court. Courts Unit staff must work closely with, and assist, members of the Queensland Police Service, Judiciary, court staff and health professionals who have been delegated the powers of the Proper Officer of the Court.

In general, your hours of work will be Monday to Friday, 8am to 5pm or 8:30am to 5:30pm. Staff at court locations work according to the needs of the judiciary. Although there is an official cease duty time, some staff may be required to remain at work until court cases are concluded or when a jury deliberates. Therefore, a flexible arrangement is required to meet the operational needs of the judiciary. In these cases ceasing duty is at the discretion of the supervisor/manager.

Conditions & entitlements snapshot:

- 4 annual weeks with 17.5% loading
- 12.75% employer superannuation contribution
- shift length 8-9 hours
- Monday to Friday operating environment, means no weekend, nights or public holidays
- shifts worked average 38 hours per week over the life of the roster
- Rostered Days Off (RDO's)
- No shift allowance.

The majority of roles that we recruit for Escort and Security Branch are within the Courts Unit.

### Princess Alexandra Hospital - Secure Unit

ESB operates the Princess Alexandra Hospital Secure Unit (PAHSU) where CCOs maintain safety and security when offenders require either inpatient or outpatient care at a hospital.

Conditions & entitlements snapshot:

- 28.5% aggregated shift allowance in addition to base salary

- 5 weeks annual leave with 27.5% leave loading
- 12.75% employer superannuation contribution
- additional allowances are paid where applicable and overtime may be available
- rostered shift length between 8-12 hours, typically 12 hour shifts
- shifts worked average 38 hours per week over the life of the roster
- 24/7 operating environment means you will be rostered to work nights, weekends and public holidays.

### Escort Unit (Wacol)

Using a fleet of specially-modified prisoner transport vehicles, the Escort Unit provides a transportation service for male and female prisoners in South-East Queensland of which there are more than 12000 movements each year, for example, transfers between correctional centres, escorts to courts, funerals, hospital and dental visits, mental health transfers, and high security specialist movements.

In general, your hours of work will be Monday to Friday, with possible shifts ranging from 6am to 9pm. For example, 6am to 3pm, 7am to 4pm, 12pm to 9pm, 8am to 4pm.

Conditions & entitlements snapshot:

- Annual Leave: 4 weeks with 17.5% loading.
- Shift Length: 8-9 hrs – Monday to Friday.
- Afternoon penalties of 15% dependent on rosters and/or individual shifts worked.
- No shift allowance.

### Higher increment on appointment – relevant qualifications

Degree qualified applicants may be entitled to commencement at a higher rate with incremental progression to \$74,580.

If an incoming officer has a relevant degree, QCS acknowledges they may be eligible to start on a higher salary. The following qualifications will increase your salary level:

- Arts in Criminology and Criminal Justice
- Education
- Human Services
- Behavioural Studies
- Behavioural Science
- Laws
- Psychology
- Psychological Science
- Social Science
- Social Work
- Master of Counselling.

### Probation

All CCO's are required to undertake a probationary period of 12 months. Continued employment is subject to satisfactory performance, achievement of the competencies within the Certificates and other mandatory training.

### Employment Security

QCS is committed to providing continuing employment for permanent employees.

### Superannuation

Superannuation enables you to accumulate funds to help you with income in retirement. Most employees can contribute between 2–5% of their salary, matched by an employer contribution of up to 12.75%. QSuper is the default superannuation fund for Queensland Government employees, however employees can choose another fund.

### Uniforms

A standard QCS uniform package is provided to all CCO's upon commencement of employment at no cost to the employee. The design of the uniform is safe, functional and comfortable to meet the varying needs of service delivery and workplace health and safety requirements.

### Health and Wellbeing

QCS provides and promotes a range of services to support the health, safety and wellbeing of our corrective services officers. They include:

- free annual influenza vaccinations to employees across the state
- active case-managed rehabilitation/return-to-work programs assisting corrective services officers to remain at work or to facilitate early and safe return to work following injury or illness
- an employee assistance program (EAP) providing professional, free, short-term counselling and support to corrective services officers and immediate family members
- promoting national and state campaigns raising awareness and understanding of mental health issues, physical health issues, and diversity and inclusion-related campaigns.

### Salary Packaging

As a QCS employee, you are eligible to take advantage of salary packaging and you could save on tax, lower your taxable income and increase your take-home pay. Salary packaging enables you to package items such as:

- superannuation contributions
- bus travel
- financial adviser fees
- professional association membership fees or subscriptions
- professional development expenses

- novated car leases.

Find out what you are eligible for through [RemServ](#) or [SmartSalary](#), the Queensland Government's two salary-packaging providers.

### **Income Protection**

Income protection may provide you with an income if you are unable to work for a period of time due to illness or injury. It is available to all employees, including those employed on a casual basis.

### **Inclusion and Diversity**

QCS is an equal opportunity employer. We value and respect the diversity of our workforce and believe that all employees should be treated fairly and with dignity and respect. All employees of QCS must show respect for each other, visitors, the general public, contractors, prisoners and offenders by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation, and bullying.

Selection for employment is based on your skills, knowledge and abilities, and the specific requirements of the position. All people, including those from a diverse cultural background, are encouraged to apply for vacancies in the department.

As an equal opportunity employer, we encourage people who identify as members of the following groups to apply:

- Aboriginal people
- Torres Strait Islander people
- Australian South Sea Islander people
- people with a disability
- people from a non-English speaking background
- women.

### **Domestic and Family Violence Awareness**

As a White Ribbon accredited workplace, QCS continues to take active steps to support corrective services officers experiencing domestic and family violence. QCS maintains a cohort of DFV support corrective services officers across its business units and delivers face-to-face and online training to corrective services officers to maintain contemporary knowledge in this difficult area.

### **Employee Union Information**

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. The QCS Recruitment team will be able to tell you the name of the union that represents your role.

## Training and Professional Development

### Custodial Officer Entry Program

The Custodial Officer Entry Program (COEP) is a 10 week program that consists of 8 weeks training at the Queensland Corrective Services Academy (QCSA) at Wacol or an approved training site at Townsville, Capricornia or Lotus Glen Correctional Centre. Two weeks of the program will provide you with on-the-job training at various correctional centres or facility locations.

The QCSA is recognized as an industry leader and the training provided is designed to equip you to function in the various requirements of custodial duties. You will complete 364 hours of specialized training, focused on officer safety, situational awareness and violence de-escalation techniques. You will need to be prepared for the academic requirements as well as the physical components, which include deployment of control and restraint, firearms and chemical agents.

### Control and restraint

This component consists of 3 days of theory and contact training. Contact training consists of both static and dynamic techniques. During this time trainees will be required to perform a variety of defensive strikes utilising the legs, arms and batons. Trainees will also have to perform, and be subject to, joint lock techniques, handcuffing and team takedown manoeuvres.

### Firearms

This component consists of 1 day of theory and 2 days of live fire practice. Trainees will be required to fire the Glock 22 semi-automatic pistol from a variety of positions utilising both their left and right hands. The training will also require trainees to move rapidly over short distances (5-20m).

Firearm training places a significant load on the trainee's grip, arms and shoulders as they will be required to operate the pistol (nearly 1kg in weight) continuously for periods of up to 40 minutes. Failure to demonstrate competence in the safe handling and accurate use of the firearm is likely to result in the trainee's position on the course being cancelled.

### Academic assessments

Assessments during the COEP generally will be in the form of a written examination that may comprise a mixture of question types e.g. multiple choice, problem solving scenarios and short answer.

You must achieve in these assessments at a high level, at least 85% on each exam, assessment or assignment to pass the requirements of the COEP.

This training is to provide you with an understanding of the practice and procedures of Queensland Corrective Services and assists to achieve competence in the Australian Qualification Framework – Certificate III in Correctional Practice (Custodial), which is recognized Australia wide.

## Frequently Asked Questions

### **Is it safe to work in a correctional centre?**

Queensland Corrective Services has a comprehensive framework that provides a safe working environment in all its facilities. This framework includes thorough and ongoing training, robust processes and technology to constantly monitor all movements, comprehensive case management and of course, working closely with your team at all times.

### **What age do I need to be to apply?**

You will need to be at least 18 years of age to be considered for a Custodial Correctional Officer position. You must meet the required abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to conduct the role. There is no upper age limit, providing you are fit and able to perform the role.

### **Does QCS weight and place emphasis on physical strength?**

The key requirements consider communication, problem solving, interpersonal skills and conflict management. The complete and detailed essential requirements for the role are outlined in the role description.

### **Does QCS have minimum fitness requirements?**

For Custodial Correctional Officers, there are minimum fitness standards that must be met as part of the recruitment process. It is expected that all applicants are physically fit and in excellent health when agreeing to participate in the fitness assessment. The Custodial Officer Entry Program can be physically demanding and it is important to note that fitness assessment conducted as part of the recruitment process is the minimum fitness standard.

### **What are the first aid requirements?**

You are required to hold HLTAID003, Provide first aid. The attainment on the certificate should read HLTAID001 (Provide cardiopulmonary resuscitation), HLTAID002 (Provide basic emergency life support) and HLTAID03 (Provide first aid). Your first aid certificate should be current with at least 12 months validity on commencement as a Custodial Correctional Officer.

### **Do I have to conduct body searches?**

Searching of the facility, cells, prisoners and visitors is an important part of security in a correctional environment. This can involve conducting body searches.

### **I currently work in corrections for an interstate authority or private operator. Does that mean I have a higher chance of being successful?**

All applicants are assessed equally. Previous experience in a similar role does not guarantee success. The role of Custodial Correctional Officer can vary across jurisdictions and with private operators.

### **I already have the Certificate III in Correctional Practice (Custodial). Do I need to do the entire 10 week Custodial Officer Entry Program?**

Experienced officers from other jurisdictions or private operators will be required to undergo the initial 10 week training to familiarise themselves with policies, procedures, protocols and Custodial Operations Practice Directives specific to Queensland Corrective Services.

### **Can I transfer from one correctional facility to another?**

Staff can submit a transfer request via the appropriate internal mechanisms to transfer to another facility or can forward an expression of interest as positions become available. Transfers occur as operational needs allow.

### **How long will my application take to process?**

We cannot provide any definitive advice on how long it will take from the time you lodge your application until you may be eligible for appointment.

Timeframes depend on many factors, including the projected demand for CCOs at the various centres across the state and your availability to complete assessments.

### **How often do Queensland Corrective Services recruit?**

Queensland Corrective Services accepts applications throughout the year. The number of intakes and recruits on each course varies depending on operational needs.

### **I am currently the respondent for a Domestic Violence Order (DVO) - Can I still apply?**

A person subject to an order under the DFVP Act is unable to be issued a weapons license or use a weapon as part of the person's employment whilst they are subject to this order. This means that QCS is not able to issue you with a weapons licence to undertake the compulsory firearms component of the Custodial Entry Level Program.

QCS will therefore not consider your application whilst you have an order in place.

**Does having a criminal record preclude me from applying?**

Not necessarily. You must disclose if you have ever received any traffic breach notices; been arrested; taken to a watch-house; received a summons or Notice to Appear; appeared in a court to answer a charge; received a caution; or been the respondent in a domestic violence order.

Also, if you have been interviewed, questioned or investigated in connection with any criminal, civil, military or other offence or incident other than as a victim/complainant/witness, it must be declared.

Failing to disclose information or providing false or misleading information may result in the determination that you are unsuitable for employment by QCS.

**Contact Us**

QCS Recruitment Team  
Queensland Corrective Services

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