



What's involved in the Police Community Support Officer apprenticeship?

Our 12–15-month apprenticeship programme combines practical and theory-based learning. Your training will start with two classroom phases, lasting around 3 months, based at Ponteland alongside other apprentices on your course.

From the essentials like safety training and first aid to decision making and communication skills, your study will encompass all the skills and knowledge you need ready for the next step in your training. Some of your study will be delivered as tutorials, role-plays, self-study or e-learning.

As part of the second phase of your apprenticeship, you'll start work in frontline policing. You'll be based at a police station alongside your experienced colleagues in a neighbourhood team. You'll be working one-to-one with an experienced tutor who will support you in putting your learning into practice as part of your operational duties.

You'll also have the opportunity to shadow experienced PCSOs out and about in the community.

Once you've successfully completed all the elements of the PCSO qualification, you'll be awarded a level 4 diploma in community policing practice. This leads to your end point assessment and achievement of your apprenticeship.

What will I do in the role?

As a PCSO you will deal with minor offences, you could be conducting enquires, preserving a crime scene or dealing with anti-social behaviour. You will also play a crucial role in information and intelligence gathering, recording this accurately and forwarding to officers as appropriate. You will be involved in briefings and subsequent operations making an important contribution to delivering a successful outcome.

Liaising with a wide variety of community partners to resolve problems, deter crime, and provide advice. You will be approachable and adaptable, and these skills will support you to build positive and sustainable relationships with key community figures. These relationships will allow you to become the respected face of Northumbria Police within the community.

You need to be able to listen, understand and not jump to conclusions about what you see and hear, but work to find the best solution for everyone. This role is all about talking to the public, building bridges and winning the trust of communities. That means you'll be resourceful, diplomatic, motivated and in touch with the real world.

As a PCSO although you don't have powers of arrest, handcuffs or batons, what you do have is your training, communication and interpersonal skills to deal with challenging people in difficult situations.

You'll need to be able to stand up for yourself and deal with confrontational situations, but you'll never be alone – there will always be police officers and other support staff on hand to help. When the going gets particularly tough, you'll appreciate the camaraderie that makes working in this role so unique.

What will my Training look like?

Learning will cover a wide range of community focused topics including safety training, emergency life support, communication, wellbeing, problem solving and safeguarding

Undertake the majority of your training on the frontline alongside experienced colleagues. Fully supported in putting your classroom-based learning into practice.

Upon successfully completing all elements of the PCSO qualification, you will be awarded a level 4 Diploma in Community Policing Practice. This leads to your end point assessment and achievement of your apprenticeship.

- **Phase 1 classroom learning: Monday – Friday 08:00 – 16:00, based at Ponteland**
This includes role-based general learning and learning in specific policing areas.
- **Shadowing period: 1 week based in your Area Command on your assigned shift pattern**



**NORTHUMBRIA
POLICE**



Upon conclusion of the above phase of classroom learning you will enter the shadowing phase in an operational environment.

- **Phase 2 classroom learning: Monday – Friday 08:00 – 16:00, based at Ponteland**

In the next phase of your classroom learning, you will build knowledge in key areas to successfully work within the community.

Phase 1 and 2 of your classroom learning will be 13 weeks in total. Please note no annual leave will be agreed during your classroom training period.

- **Tutoring period: based in your Area Command on your assigned shift pattern**

Upon completion of the second phase of classroom learning, you will undertake a more advanced phase of 1-2-1 tutorship in an operational environment, where more advanced, community-based learning can be contextualised and supplemented.

- **Independent Patrol Status:** Once you have demonstrated and evidenced sufficient competence in the role of a PCSO, you will be confirmed independent, safe and lawful in the workplace.
- **Deployment:** Full Operational Competence as a PCSO has been achieved.

What will I earn?

Your starting wage from day 1 of your training will be £20,919 rising to £23,133 after 3 years.

On top of your basic salary, you'll also be entitled to a generous shift allowance, which could add up to 20% to your take home pay.

Benefits of #TeamNP

In return for your dedication and experience, we offer:

- 24 days' leave, excluding bank holidays, increasing to 29 days for 5 years+ service
- Enhanced Maternity, Shared Parental and Adoption leave
- Fantastic market leading public sector pension scheme
- Corporate Travel schemes – local rail, bus services and metro
- Access to Private Healthcare and Eye Test Vouchers
- Discounts on shopping and eating out thanks to the Blue Light Card and Blue Light Tickets
- Also, to take care of your physical and mental well-being, we've invested in extensive paid sick leave, trained mental health first aiders on-site, an employee advice service and access to gyms in some stations
- Sports & Social Club – join our thriving sports scene at Team NP and also enjoy further exclusive discounts on days out and travel
- Cycle to work scheme

Support provided in the workplace

You will be supported throughout your apprenticeship journey by experienced police officer and PCSO colleagues on your shift, as well as our training and assessment staff.

As a Disability Confident Employer, we welcome applications from those with additional learning needs or neurodiverse candidates. We can offer support from our in-house services including our wellbeing team, our disability staff network group and our dyslexia assessors. From day one of joining us, you'll also have access to our occupational health team, who can assist with putting in place measures to ensure you are safe, well and productive at work.

Creating a great place to work is important for us and our support associations are part of that. Available for all our Police Staff, Police Officers and volunteers they support your wellbeing and careers. They include Women in Policing, LGBT+ and Northumbria Police Ethnic Minorities Association, to name but a few.





To take care of your physical and mental wellbeing we've invested in trained mental health first aiders on-site, Blue Light Well-being ambassadors, TRiM support officers, an employee advice service offering 24/7 access to trained counsellors, and a peer-led support programme.

Commitment to post

Due to the investment in training and development required to perform this role, you are required to commit to a minimum period of 24 months in post. During this timeframe you will not be eligible to apply for any other vacancies advertised by Northumbria Police either internally or externally.

During your commitment an individual development plan is delivered to support your career development, you will have regular meetings with supervision to support this.

After your commitment period you are supported to; remain in your current post or start your recruitment journey for alternative Police Staff or Police Officer roles.

Application Timeline

Application form

Our competency-based application form will test how your current/prior work experience, education and life experience has prepared you for the role of a PCSO with #TeamNP.

Make sure you do your research about what makes us tick here at Northumbria and the values and behaviours that contribute to making a successful PCSO.

- Relate your answer to the criteria in the advert, FAQ document and job description.
- Support your comments by using appropriate evidence and examples. The STAR method is the most effective way of structuring your answers to the questions to ensure you give us all the detail we need to understand your skills and experience.
- Remember to include skills and achievements relevant to the role gained at home and elsewhere, as well as work experience. This may include details of holiday/ weekend jobs or voluntary/ unpaid work you have undertaken.
- Give examples of things YOU have done, teamwork is important, but we are assessing YOU, not your company or team!
- Check over your answers before submitting.

This is an opportunity to sell yourself!

Qualification check

To join as a Police Community Support Officer with Northumbria Police, applicants for the apprenticeship must have:

Level 2 qualifications in both English and Maths for example a GCSE or iGCSE at grade C (level 4) or above, Functional Skills Level 2, Key Skills Level 2 (Communication and / or Literacy) or Adult Numeracy / Literacy Plus
AND

A minimum of ONE Level 3 (or higher) qualification for example 1 A-Level qualification

Proof of qualifications are required on application.

If you do not currently hold Level 2 qualifications in English and/or Maths, read our [guide to attaining Level 2 English and Maths](#) or equivalent

Interview



This is where we put your education, prior work experience and life experience to the test. It is also your opportunity to demonstrate what you would bring to the role and how you could make a difference if you were successful. The interview will be made up of competency-based questions and situational based questions.