

# INTERIM PRACTICE ADVICE

## OVERVIEW:

To embed problem solving as a core theme as a core theme in policing, the Learning and Development project, a work stream within the Problem Solving and Demand Reduction Programme, was commissioned to work in collaboration with the College of Policing (CoP) and key stakeholders to develop an interim practise advice, guidance and minimum standards of training document.

## OBJECTIVE:

To embed problem solving as core theme in learning and development within both Police Forces and Partner organisations. A phase approach will be taken to achieve this and the project is broken down into five key phases –

- Phase 1: Initial entry routes
- Phase 2: Professional Development
- Phase 3: Advanced practitioner
- Phase 4: Learning and Development Support
- Phase 5: Gaps and Recommendations

For further information on the work stream and project phases, a summary of frequently asked questions is below. If you have any further questions in addition to this, or would like any further information on the project phases and next steps, please email: [Problem\\_solving\\_Project@southyorks.pnn.police.uk](mailto:Problem_solving_Project@southyorks.pnn.police.uk)

## What is the purpose of this document?

The purpose of the document is twofold. The first part of the document forms a knowledge base of information to assist with everyday misconceptions around the terminology, theories and models associated with the area of problem solving. Secondly, it provides a framework of minimum standards for learners and training and development departments, to use to determine their knowledge and skills in this area and to identify gaps where support is needed.

## Who is the intended audience for this document?

The document can be used by individual force staff or officers at any rank and role to develop their learning journey related to problem solving. It can also be used by forces Learning and Development teams to support training and resource development in this area.



College of  
Policing



Problem Solving and  
Demand Reduction

# FREQUENTLY ASKED QUESTIONS

## Will this document provide me with CPD Opportunities?

This document will support CPD in terms of providing guidance to develop subject knowledge and align the minimum standards to the user's role. It will also signpost forces and learners to useful resources.



## Is this training framework accredited?

The framework is not accredited. Its purpose is to support learning and development and is intended to be used to develop training and resources.

## Will this document give me a package for training on Problem Solving?

This document does not provide a complete training package. However, it presents a framework of what content should be covered for different areas of policing (Foundation, Practitioner, Specialist and Leadership). This content can be used by Learning and Development departments to develop bespoke training packages.

## Will this document tell me whom I should approach for training on Problem Solving?

No, this document will however lay out what you should ask for in your course when you approach a training provider.

## What is the purpose of this document?

The purpose of the document is twofold. The first part of the document forms a knowledge base of information to assist with everyday misconceptions around the terminology, theories and models associated with the area of problem solving. Secondly, it provides a framework of minimum standards for learners to use to determine their knowledge and skill in this area and to identify gaps that may need to be supported.

## Can these standards for training be used for Police Officers, PCSOs and Police Staff?

Yes, these standards are for all staff and officers at any ranks.



College of  
Policing



Problem Solving and  
Demand Reduction

## What is the difference between each of the standard levels?

The levels are complementary but they acknowledge that problem solving is understood and applied in different ways depending on role/function in the organisation. An individual can review the learning in each standard and use the information for each of the standards to discover which is most appropriate to their individual role discover the most appropriate standard that applies to them.

## Is the guidance/different tiers specific to certain roles/ranks?

No, the standards are to all roles/ranks and link to the individual's current knowledge base. An individual can review the learning in each standard and use the information provided to identify the most appropriate standard for them.

## What are the next steps?

The College of Policing and the Problem Solving and Demand Reduction Programme are working in close contact with a number of leading academics, to produce a suite of strategic and practitioner documents to support the development of the workforce and implementation of problem solving across all forces.

## Can these standards for training be used for Volunteers?

Yes, these standards are for all staff and officers at any ranks.

## How will the tiers/phases be delivered? Will this be done nationally or via NCALT?

The standards and the tiers within them are to be used by individuals and forces to shape their own learning and resources from.

## What problem solving materials will I have access to?

At the end of the document there is a section on useful resources that links to key websites, documents and further reading.



**If you have any additional enquiries please contact the Project Team via e-mail:**

**PROBLEM\_SOLVING\_PROJECT@SOUTHYORKS.PNN.POLICE.UK**