



HM Prison &
Probation Service

IT Systems Training Guide for OASys and NDelius

A User Guide for transitioning staff

Provided by the IT Systems Training Team

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Part 1: Getting started on OASys and NDelius



What are OASys and NDelius used for?

This page gives an introduction to OASys and NDelius, the NPS Case and Risk Management systems. The majority of the training provided will focus on these systems.

NDelius

Case Management System



National Delius is the main Case Management System which holds all Probation information on Service Users. National Delius has links to Interventions Manager, OASys and the Prison system (P-NOMiS).



It is used to record all information with regards to a Service User's Journey through their sentence.



It enables us to record personal information, offending information and risk information.

OASys

Risk Management System



OASys is an IT system that guides the assessor to produce an assessment of risk in a consistent, evidence-based and unbiased manner.



It enables us to assess the risk of reoffending and the risk of serious harm posed by offenders to the public, known adults, children, staff and to themselves.



The levels of risk are low, medium, high or very high.



OASys includes static and dynamic risk assessments, a risk management plan and a sentence plan.



OASys is also used by the Prison Service for similar reasons.



What training materials are available to me? (1 of 2)

Primarily this training is to support the navigation and use of OASys/NDelius, the NPS Case Management and Risk Management systems. However, there is also one introductory video on how to log on and navigate system applications such as NDelius, OASys, MyLearning & SOP.

We have split the training into two sections:

- 1. Essential learning videos:** The essential learning videos will help you to hit the ground running when you move to the new unified probation service.
- 2. Optional on-demand training support:** The on-demand training is there to support you when you need it.

The table on the next page includes training links to the NPS learning site (My Learning), you must have registered to My Learning before you can access this training. If you do not already have an account, it is easy to set-up. For details on how to do this click [here](#)

The dates by which you are advised to complete the training by will depend on the organisation you are joining from. But don't worry, you will receive more information on exactly when to complete your training soon.





What training materials are available to me? (2 of 2)

We have split the IT Systems training into two sections. The essential learning videos that will help you to hit the ground running when you move to the new unified probation service and the optional on-demand training support which is there to support you when you need it.

To access this training use the links on the [welcome hub](#)

	LEARNING AND GUIDANCE	WHAT THIS IS	WHO IS IT FOR
Essential Training: Essential training to complete before/on day one working on new IT systems	Risk Assessment & Quality at the NPS Videos	A series of short videos covering The Four Pillars of Risk Management Planning and Four Steps to Risk of Serious Harm guidance.	All Staff in practitioner roles (PO/PSO/RO)
	Everyday Applications Video	A short video to introduce you to NPS ICT Applications such as SOP and My Learning	All Staff
	OASys/nDelius differences for KSS ONLY	Overview/navigation of differences and key functionality of NPS systems in comparison to MSAT/MYSIS. Following these videos there is a short Knowledge Test that is mandatory to complete.	Video available to KSS only, in practitioner roles
	OASys/nDelius differences for MTC ONLY	Overview/navigation of differences and key functionality of NPS systems in comparison to OMNIA. Following these videos there is a short Knowledge Test that is mandatory to complete.	Video available to MTC only, in practitioner roles
Optional Training: On demand training support	Software Simulations	A suite of available self-learning modules for nDelius and OASys, indexed by audience group and task. Index available in the IT Systems Training Guide.	All Staff
	IT Systems Training Virtual Helpline	Learners can reach out to IT and Practitioner experts directly to ask questions.	All Staff



Where do I go for help? (1 of 2)

We have a team of people who are happy to help you with your enquiries, see below for multiple ways to get in touch.

MS Teams Virtual Helpline



If you need help on anything related to NDelius and OASys then ask a question on our teams site [here](#)

Email



If you are unable to access teams and would rather email then please email us using the below addresses:

General enquiries: ITSystemsTrainingTransition@justice.gov.uk

Enquiries from KSS: KSSITSystemsTrainingTransition@justice.gov.uk

Enquiries from MTC: MTCITSystemsTrainingTransition@justice.gov.uk

ICT Issues (If ICT is not functioning as expected)



To access MOJ ICT support for ICT issues which are not NDelius or OASys training related (i.e passwords or login not working, error messages)

Phone: 0800 917 5148

Portal to log requests: Click [here](#) to log your request. Note that a new user's line manager will need to request account for this site.



Where do I go for help? (2 of 2)

Civil Service Learning: <https://civilservicelearning.civilservice.gov.uk/>

Users can then register for an account where applicable.

Office 365 Online: <https://www.office.com/>

This can be used to access and share documents and for Microsoft products such as MS Forms, Sway and Sharepoint

Matrix Room Booking: <https://app.matrixbooking.com/>

Used to book meeting rooms in location around the country. Not all meeting rooms can be booked by this way though.

Travel and Accommodation Booking: <https://travel.crowncommercial.gov.uk/>

This should be used to register to book travel and accommodation. The service is known as DiGiTS and links to the CTM website.

Generating a SOP Password:

<https://hmpps.myhub.sscl.com/i-am-an-employee/sop-system-and-support/sop-login-and-set-up>

EQUIP Enquiries:

equip.admin@justice.gov.uk

NDelius Password Reset:

<https://password-reset.probation.service.justice.gov.uk/public/forgottenpassword>

SSCL

Phone: **0845 241 5351**



Part 2: NDelius and OASys Software Simulation Index by Job Title

All the NDelius and OASys software simulations have been mapped across to different Job Titles. Please refer to the section that fits your job title the best to see the software simulations identified as most relevant for you.

Job Title Categories

1. Operational Case Admin, Business Managers, SPOs, POs, PSOs
2. Operational Receptionists
3. UPW Admin and UPW Co-Ordinators
4. UPW Supervisors
5. Approved Premises
6. Accredited Programmes
7. Partnerships
8. Corporate Services Admin



1. Operational Case Admin, Business Managers, SPOs, POs and PSOs

This section shows tables of all the NDelius and OASys Software Simulations Relevant to **Operational Case Admin, Business Managers, SPOs, POs and PSOs.**

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



Operational Case Admin, Business Manager, SPOs, POs & PSOs: Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
	New Search	Search by more than one criteria
Offender Index	Access Offender Index	Service Users' personal information
	Offender Transfer Request	Transfer Request View for Internal and External Transfers
	Offender Transfer Review	Action Pending Transfers - Withdraw, Accept, Reject and Edit
	Aliases	View, Edit and Add alternative names or DOBs used by the Service User
	Addresses	View, Edit and Add Service Users Addresses
	Disabilities/Adjustments	View, Edit and Add Service Users Disabilities and Reasonable Adjustments
	Equality Monitoring	View, Edit and Add Service Users personal Equality Information
	Personal Circumstances	View, Edit and Add Service Users Personal Circumstances
	Personal Contacts	View, Edit and Add Service Users Personal Circumstances
	Management Tier	View Current Risk Management Tier and Additional Factors of Service User



Operational Case Admin, Business Manager, SPO, PO & PSO: Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Scheduled Contacts	View, Edit and Add future contacts
	Daily Contacts & Office Contact Diary	Appointments with a multiple particular officer on a specific day and for a specific location
	Adding a Contact	Recording an interaction with or about a service user.
	Adding a Document to a Contact	Associating an MS Word file with a contact using a template or associating an external MS Word or PDF field with a contact
	Alert Contacts	Contacts which have been flagged to the Offender Manager
	Enforcement Contacts	National Standards contacts in the past which require input from the Offender Manager
	Further Information	Additional guidance on the Contact List
Uploading Documents (Integrated Word Processing)	Create, Update & Save an IWP Document/Template	Attaching documents generated from pre-set templates
	Upload an External IWP Document	Attaching externally created documents.
	Further Information	Additional guidance on documents generated from pre-set templates and embedding externally created documents.
Officer Diary	Officer Diary Overview	Introduction to the Officer Diary
	Caseload	List of offender, sentence, requirement and licence condition records allocated to a specific officer
	OM Alert Contacts	Contacts which have been flagged to a specific Offender Manager
	Enforcement Contacts	National Standards contacts in the past which require input from a specific Offender Manager



Operational Case Admin, Business Manager, SPO, PO & PSO: Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Officer Diary Cnt	Daily Contacts	A list of appointments on a given day for a specific Offender Manager
	Report List	A list of pre- and post sentence reports allocated to a specific Offender Manager
	Release Diary	A list of offenders due to be released from custody allocated to a specific Offender Manager
	CRC Work Requests Diary	A list of requests from CRCs who do not use NDelius to be actioned by NPS staff (obsolete after re-integration)
	Registration Review Diary	A list of offender registrations due to be reviewed by a specific offender manager
	Recent Caseload Allocations	Shows cases allocated in the last 28 days
	Pending Transfers	Cases waiting to be transferred in or out
	NSI Caseload	Shows all the NSIs on an OMs caseload
	Breach/Recall Diary	Shows those who have a Breach or Recall in progress
	Office Contact Diary	Used by Reception to see who has appointments, what time SUs are meeting and who they are seeing
Rehabilitation Activity Requirements	Rehabilitation Activity Requirements	How to create, update and terminate NSIs, RAR/GAR requirements and contacts relating to the recording of RARs
Non Statutory Interventions	Non Statutory Interventions	How to create, update, transfer and terminate NSIs relating to processes within NDelius
Resettlement	Resettlement	How to add, process, update and terminate records relating to release and supervision of offenders sentenced to custody after release
Housing, Education and Training and Employment (HETE)	HETE	How to add, update and terminate personal circumstance records relation to Housing, Education and Training and Employment
Risk	Risk Escalation	How to create, update, transfer and terminate NSIs relating Risk Review Referrals
	Risk Register and Review	How to add, update, review and de-register Risk Registrations



Operational Case Admin, Business Manager, SPO, PO & PSO: Software Simulations for OASys

Please use this [link](#) to access all of the **OASys** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity	What does this activity teach you?
OCA001 - Search for an offender record by name and unique reference	Searching for an offender by name, partial name and or a reference number
OCA002 - Assign an offender to an offender manager	Updating the allocation of an offender record to multiple an offender manager
OCA003 - Create an offender record	Adding a new offender record to OASys based on the equivalent record in NDelius
OCA004 - Grant or deny merge	Making a decision on whether a two system flagged records to should form a single record
OCA005 - Update offender details from PCMS	Overwriting the existing offender record with updated information from NDelius
OCA006 - Create an assessment	Adding an assessment against a specific offender record.
OCA007 - Reassign tasks	Updating the allocation of a task to an offender manager
OCA008 - Printing	Printing a record from OASys
OCA010 - Create a request for access (RFA)	Adding a request for access to a specific offender record
OCA011 - Process and rescind a request for access (RFA)	Responding to a received request for access to a specific offender record
OCA012 - Initiate a transfer request	Adding a request for transfer to a specific offender record to another party (NPS Region or Prison)
OCA013 Change the controlling owner of an offender record	Updating the party (NPS Region or Prison) responsible for an offender record



2. Operational Receptionists

This section shows tables of all the NDelius and OASys Software Simulations Relevant to **Operational Receptionists**.

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



Operational Receptionists

Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
	New Search	Search by more than one criteria
Offender Index	Access Offender Index	Service Users' personal information
	Offender Transfer Request	Transfer Request View for Internal and External Transfers
	Offender Transfer Review	Action Pending Transfers - Withdraw, Accept, Reject and Edit
	Aliases	View, Edit and Add alternative names or DOBs used by the Service User
	Addresses	View, Edit and Add Service Users Addresses
	Disabilities/Adjustments	View, Edit and Add Service Users Disabilities and Reasonable Adjustments
	Equality Monitoring	View, Edit and Add Service Users personal Equality Information
	Personal Circumstances	View, Edit and Add Service Users Personal Circumstances
	Personal Contacts	View, Edit and Add Service Users Personal Circumstances
	Management Tier	View Current Risk Management Tier and Additional Factors of Service User



Operational Receptionists

Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Daily Contacts & Office Contact Diary	Appointments with a up to particular officer on a specific day and for a specific location
	Adding a Contact	Recording an interaction with or about a service user. Contacts which have been flagged to the Offender Manager
	Alert Contacts	Additional guidance on the Contact List
	Further Information	Additional guidance on documents generated from pre-set templates
Uploading Documents (Integrated Word Processing)	Create, Update & Save an IWP Document/Template	Attaching documents generated from pre-set templates
	Upload an External IWP Document	Attaching externally created documents.
	Further Information	Additional guidance on documents generated from pre-set templates and embedding externally created documents.
Officer Diary	Officer Diary Overview	Introduction to the Officer Diary
	Caseload	List of offender, sentence, requirement and licence condition records allocated to a specific officer
	OM Alert Contacts	Contacts which have been flagged to a specific Offender Manager
	Enforcement Contacts	National Standards contacts in the past which require input from a specific Offender Manager



Operational Receptionists

Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Officer Diary Cnt	Daily Contacts	A list of appointments on a given day for a specific Offender Manager
	Report List	A list of pre- and post sentence reports allocated to a specific Offender Manager
	Release Diary	A list of offenders due to be released from custody allocated to a specific Offender Manager
	CRC Work Requests Diary	A list of requests from CRCs who do not use NDelius to be actioned by NPS staff (obsolete after re-integration)
	Registration Review Diary	A up to list of offender registrations due to be reviewed by a specific offender manager
	Recent Caseload Allocations	Shows cases allocated in the last 28 days
	Pending Transfers	Cases waiting to be transferred in or out
	NSI Caseload	Shows all the NSIs on an OMs caseload
	Breach/Recall Diary	Shows those who have a Breach or Recall in progress
	Office Contact Diary	Used by Reception to see who has appointments, what time SUs are meeting and who they are seeing
Risk	Risk Register and Review	How to add, update, review and de-register Risk Registrations



Operational Receptionists

Software Simulations for OASys

Please use this [link](#) to access all of the **OASys** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity	What does this activity teach you?
OCA001 - Search for an offender record by name and unique reference	Searching for an offender by name, partial name and or a reference number
OCA008 - Printing	Printing a record from OASys



3. Unpaid Work Admin and Unpaid Work Co-Ordinators

This section shows tables of all the NDelius and OASys Software Simulations Relevant to **UPW Admin and UPW Co-Ordinators**

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



UPW Admin and UPW Co-Ordinators Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
Offender Index	New Search	Search by more than one criteria
	Access Offender Index	Service Users' personal information
	Offender Transfer Request	Transfer Request View for Internal and External Transfers
	Offender Transfer Review	Action Pending Transfers - Withdraw, Accept, Reject and Edit
	Aliases	View, Edit and Add alternative names or DOBs used by the Service User
	Addresses	View, Edit and Add Service Users Addresses
	Disabilities/Adjustments	View, Edit and Add Service Users Disabilities and Reasonable Adjustments
	Equality Monitoring	View, Edit and Add Service Users personal Equality Information
	Personal Circumstances	View, Edit and Add Service Users Personal Circumstances
	Personal Contacts	View, Edit and Add Service Users Personal Circumstances
Management Tier	View Current Risk Management Tier and Additional Factors of Service User	



UPW Admin and UPW Co-ordinators Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Daily Contacts & Office Contact Diary	Appointments with a up to particular officer on a specific day and for a specific location
	Adding a Contact	Recording an interaction with or about a service user.
	Adding a Document to a Contact	Associating an MS Word file with a contact using a template or associating an external MS Word or PDF field with a contact
	Alert Contacts	Contacts which have been flagged to the Offender Manager
	Further Information	Additional guidance on the Contact List
	Uploading Documents (Integrated Word Processing)	Create, Update & Save an IWP Document/Template
Upload an External IWP Document		Attaching externally created documents.
Further Information		Additional guidance on documents generated from pre-set templates and embedding externally created documents.
Housing, Education and Training and Employment (HETE)	HETE	How to add, update and terminate personal circumstance records relation to Housing, Education and Training and Employment
	Risk Register and Review	How to add, update, review and de-register Risk Registrations
Risk		
Unpaid Work	Unpaid Work	How to allocate an offender to Unpaid Work projects, suspend allocation, record attendance and terminate requirements



UPW Admin and UPW Co-ordinators Software Simulations for NDelius

Please use this [link](#) to access all of the **OASys** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity	What does this activity teach you?
OCA001 - Search for an offender record by name and unique reference	Searching for an offender by name, partial name and or a reference number
OCA008 - Printing	Printing a record from OASys



4. Unpaid Work Supervisors

This section shows tables of all the NDelius and OASys Software Simulations Relevant to **Unpaid Work Supervisors**

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



Unpaid Work Supervisors Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
	New Search	Search by more than one criteria
Offender Index	Access Offender Index	Service Users' personal information
	Offender Transfer Request	Transfer Request View for Internal and External Transfers
	Offender Transfer Review	Action Pending Transfers - Withdraw, Accept, Reject and Edit
	Aliases	View, Edit and Add alternative names or DOBs used by the Service User
	Addresses	View, Edit and Add Service Users Addresses
	Disabilities/Adjustments	View, Edit and Add Service Users Disabilities and Reasonable Adjustments
	Equality Monitoring	View, Edit and Add Service Users personal Equality Information
	Personal Circumstances	View, Edit and Add Service Users Personal Circumstances
	Personal Contacts	View, Edit and Add Service Users Personal Circumstances
	Management Tier	View Current Risk Management Tier and Additional Factors of Service User



Unpaid Work Supervisors

Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Daily Contacts & Office Contact Diary	Appointments with a up to particular officer on a specific day and for a specific location
Uploading Documents (Integrated Word Processing)	Upload an External IWP Document	Attaching externally created documents.
	Further Information	Additional guidance on documents generated from pre-set templates and embedding externally created documents.
Officer Diary	Officer Diary Overview	Introduction to the Officer Diary
Risk	Risk Register and Review	How to add, update, review and de-register Risk Registrations
Unpaid Work	Unpaid Work	How to allocate an offender to Unpaid Work projects, suspend allocation, record attendance and terminate requirements



5. Approved Premises

This section shows tables of all the NDelius and OASys Software Simulation Relevant to **Approved Premises**

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



Approved Premises Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
Offender Index	New Search	Search by more than one criteria
	Access Offender Index	Service Users' personal information
	Offender Transfer Request	Transfer Request View for Internal and External Transfers
	Offender Transfer Review	Action Pending Transfers - Withdraw, Accept, Reject and Edit
	Aliases	View, Edit and Add alternative names or DOBs used by the Service User
	Addresses	View, Edit and Add Service Users Addresses
	Disabilities/Adjustments	View, Edit and Add Service Users Disabilities and Reasonable Adjustments
	Equality Monitoring	View, Edit and Add Service Users personal Equality Information
	Personal Circumstances	View, Edit and Add Service Users Personal Circumstances
	Personal Contacts	View, Edit and Add Service Users Personal Circumstances
	Management Tier	View Current Risk Management Tier and Additional Factors of Service User



Approved Premises Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Scheduled Contacts	View, Edit and Add future contacts
	Daily Contacts & Office Contact Diary	Appointments with a Reasonable particular officer on a specific day and for a specific location
	Adding a Contact	Recording an interaction with or about a service user.
	Adding a Document to a Contact	Associating an MS Word file with a contact using a template or associating an external MS Word or PDF field with a contact
	Alert Contacts	Contacts which have been flagged to the Offender Manager
	Further Information	Additional guidance on the Contact List
Uploading Documents (Integrated Word Processing)	Create, Update & Save an IWP Document/Template	Attaching documents generated from pre-set templates
	Upload an External IWP Document	Attaching externally created documents.
	Further Information	Additional guidance on documents generated from pre-set templates and embedding externally created documents.



Approved Premises Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Non Statutory Interventions	Non Statutory Interventions	How to create, update, transfer and terminate NSIs relating to processes within NDelius
Resettlement	Resettlement	How to add, process, update and terminate records relating to release and supervision of offenders sentenced to custody after release
HETE	HETE	How to add, update and terminate personal circumstance records relation to Housing, Education and Training and Employment
Risk	Risk Register and Review	How to add, update, review and de-register Risk Registrations



Approved Premises Software Simulations for OASys

Please use this [link](#) to access all of the **OASys** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity	What does this activity teach you?
OCA001 - Search for an offender record by name and unique reference	Searching for an offender by name, partial name and or a reference number
OCA008 - Printing	Printing a record from OASys



6. Accredited Programmes

This section shows tables of all the NDelius and OASys Software Simulation Relevant to **Accredited Programmes**

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



Accredited Programmes Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
Offender Index	New Search	Search by more than one criteria
	Access Offender Index	Service Users' personal information
	Offender Transfer Request	Transfer Request View for Internal and External Transfers
	Offender Transfer Review	Action Pending Transfers - Withdraw, Accept, Reject and Edit
	Aliases	View, Edit and Add alternative names or DOBs used by the Service User
	Addresses	View, Edit and Add Service Users Addresses
	Disabilities/Adjustments	View, Edit and Add Service Users Disabilities and Reasonable Adjustments
	Equality Monitoring	View, Edit and Add Service Users personal Equality Information
	Personal Circumstances	View, Edit and Add Service Users Personal Circumstances
	Personal Contacts	View, Edit and Add Service Users Personal Circumstances
	Management Tier	View Current Risk Management Tier and Additional Factors of Service User



Accredited Programmes

Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Daily Contacts & Office Contact Diary	Appointments with a Reasonable particular officer on a specific day and for a specific location
	Adding a Contact	Recording an interaction with or about a service user.
	Adding a Document to a Contact	Associating an MS Word file with a contact using a template or associating an external MS Word or PDF field with a contact
	Alert Contacts	Contacts which have been flagged to the Offender Manager
	Further Information	Additional guidance on the Contact List
Uploading Documents (Integrated Word Processing)	Create, Update & Save an IWP Document/Template	Attaching documents generated from pre-set templates
	Upload an External IWP Document	Attaching externally created documents.
	Further Information	Additional guidance on documents generated from pre-set templates and embedding externally created documents.
Non Statutory Interventions	Non Statutory Interventions	How to create, update, transfer and terminate NSIs relating to processes within NDelius
Risk	Risk Register and Review	How to add, update, review and de-register Risk Registrations



Accredited Programmes

Software Simulations for NDelius

Please use this [link](#) to access all of the **OASys** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity	What does this activity teach you?
OCA001 - Search for an offender record by name and unique reference	Searching for an offender by name, partial name and or a reference number
OCA008 - Printing	Printing a record from OASys



7. Partnerships

This section shows tables of all the NDelius and OASys Software Simulation Relevant to **Partnerships**

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



Partnerships

Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
	New Search	Search by more than one criteria
Offender Index	Access Offender Index	Service Users' personal information
	Offender Transfer Request	Transfer Request View for Internal and External Transfers
	Offender Transfer Review	Action Pending Transfers - Withdraw, Accept, Reject and Edit
	Aliases	View, Edit and Add alternative names or DOBs used by the Service User
	Addresses	View, Edit and Add Service Users Addresses
	Disabilities/Adjustments	View, Edit and Add Service Users Disabilities and Reasonable Adjustments
	Equality Monitoring	View, Edit and Add Service Users personal Equality Information
	Personal Circumstances	View, Edit and Add Service Users Personal Circumstances
	Personal Contacts	View, Edit and Add Service Users Personal Circumstances
	Management Tier	View Current Risk Management Tier and Additional Factors of Service User



Partnerships

Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Scheduled Contacts	View, Edit and Add future contacts
	Daily Contacts & Office Contact Diary	Appointments with a Reasonable particular officer on a specific day and for a specific location
	Adding a Contact	Recording an interaction with or about a service user.
	Alert Contacts	Contacts which have been flagged to the Offender Manager
	Further Information	Additional guidance on the Contact List
	Uploading Documents (Integrated Word Processing)	Upload an External IWP Document
Further Information		Additional guidance on documents generated from pre-set templates and embedding externally created documents.
Risk	Risk Register	How to add, update and terminate Risk Registrations
Non Statutory Interventions	Non Statutory Interventions	How to create, update, transfer and terminate NSIs relating to processes within NDelius



Partnerships

Software Simulations for OASys

Please use this [link](#) to access all of the **OASys** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity	What does this activity teach you?
OCA001 - Search for an offender record by name and unique reference	Searching for an offender by name, partial name and or a reference number
OCA008 - Printing	Printing a record from OASys



8. Corporate Services Admin

This section shows tables of all the NDelius and OASys Software Simulation Relevant to **Corporate Services Admin**

Before accessing your software simulations please note:

- This is 'On-Demand' training. This means that you access the training as and when you need it, there is not an expectation that you need to complete all this training.
- For some organisations, once you click the link you will go to a blank page with an 'ENROL ME' button. Click 'Enrol Me' and 'Enter' in order to access the software simulation. Note that depending on the size of your screen you might need to scroll down to find the 'Enrol Me' button.
- Not all your software simulations will be available straight away. We are working on uploading these in priority order



Corporate Services Admin Software Simulations for NDelius

Please use this [link](#) to access all of the **NDelius** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity Category	Activity	What does this activity teach you?
Navigation, Preferences and Shortcuts	Navigation and Shortcuts	General navigation and key board shortcuts
	User Preferences	How to alter systems setting to personal preferences including colour settings
Searching NDelius	Search By Name	Search by First and Last name for a Service User
	Search By Partial Name	Search by using 2 characters of a name and the wild card *
	Search Using Date of Birth	Search by DD/MM/YYYY
	Search By Case Ref No.	Search by unique NDelius CRN
	Search by PNC	Search by unique Police National Computer Number
	Search By Alias	Search by alternative names or DOBs used by the Service User
	Search Nationality	Search by Service User Nationality
	Search Recently Viewed	Search list of recently viewed Service Users record up to 16 records
	New Search	Search by more than one criteria
	Offender Index	Access Offender Index
Offender Transfer Request		Transfer Request View for Internal and External Transfers
Offender Transfer Review		Action Pending Transfers - Withdraw, Accept, Reject and Edit
Aliases		View, Edit and Add alternative names or DOBs used by the Service User
Addresses		View, Edit and Add Service Users Addresses
Disabilities/Adjustments		View, Edit and Add Service Users Disabilities and Reasonable Adjustments
Equality Monitoring		View, Edit and Add Service Users personal Equality Information
Personal Circumstances		View, Edit and Add Service Users Personal Circumstances
Personal Contacts		View, Edit and Add Service Users Personal Circumstances
Management Tier		View Current Risk Management Tier and Additional Factors of Service User



Corporate Services Admin Software Simulations for NDelius

Activity Category	Activity	What does this activity teach you?
Offender Index Cnt.	Transfer History	View Internal and External Transfer History of the Service User
	Additional Identifier	View and Add Unique Additional Identifiers for the Service User
	Registration Summary	View, Add, Edit, Review and Deregister Service User Risk Registers
	Non Statutory Interventions	View, Edit and Add Service Users Personal Circumstances
Event List	Viewing Event Details	Detail of service users' offending history
Contact List	The Contact List	Details of contact with a service user
	Print a Contact/the Contact List	Print individual and multiple contacts
	Daily Contacts & Office Contact Diary	Appointments with a Reasonable particular officer on a specific day and for a specific location
	Alert Contacts	Contacts which have been flagged to the Offender Manager
	Further Information	Additional guidance on the Contact List
	Uploading Documents (Integrated Word Processing)	Create, Update & Save an IWP Document/Template
Upload an External IWP Document		Attaching externally created documents.
Further Information		Additional guidance on documents generated from pre-set templates and embedding externally created documents.



Corporate Services Admin Software Simulations for OASys

Please use this [link](#) to access all of the **OASys** Self-Learning Modules. In the tables below, you will find all the relevant modules available for your job role.



Activity	What does this activity teach you?
OCA001 - Search for an offender record by name and unique reference	Searching for an offender by name, partial name and or a reference number
OCA008 - Printing	Printing a record from OASys



Part 4: Practitioner Resources

In this section we provide a resource guide which highlights some existing materials and resources that are available to you to support further learning and development in Risk Assessment and Risk Management. It is important that you take responsibility for your own continuous professional development (CPD) to develop your practice and to help create a 'learning organisation'. This document will help guide you to relevant resources to support you on this journey.



Resource Guide: Core Reading



Core Reading

Click here to access the [Risk of Serious Harm Guidance](#)

This guidance document will help you make reflective, logical and informed decisions about risk and help you to use best practice in assessments. This guidance document should be seen as your main resource for effective risk assessment and risk management

[NPS Assessment Quality Assurance](#)- The Assessment Quality Assurance (AQA) tool provides both guidance and quality standards for practitioners in the community so they can be clear on what is expected and to support them in improving the quality of their assessments. It also acts as a quality assurance tool whereby NPS regions can assure assessments and measure their level of quality.

[4 x 7 Minute Briefings on the Four Step Risk Process](#)– This link will take you to the 7 Minute Briefing process, click on the 'risk' box to access the 4 x 7Minute Briefings on each step of the four step ROSH process.

Risk guides: A series of desk aides have been produced to support the ROSH guidance;

1. [4 Step Quick Guide - OASys](#)
2. [4 Step Quick Guide Domestic Abuse – OASys](#)
3. [Risk Management Quick Guide](#)
4. [RMP Four Pillars Briefing Information Pack](#)

You can also find these resources on the HMPPS Intranet by clicking [here](#).



Resource Guide: Additional Reading (1 of 5)

In addition to the Core Resources listed above, please find a list of resources below which are related to specific areas of risk assessment and management.

Interviewing and developing Professional Curiosity

[7 Minute Briefing – Professional Curiosity](#)- Being professionally curious is a process of always questioning and seeking verification for the information you are given. This briefing highlights examples of being professionally curious and how by doing this you can avoid some common pitfalls in practice.

[Engagement Skills Checklist](#)- The SEEDS2 Engagement Skills Checklist can support you to think about your engagement skills during the supervision process, such as the style of your communication and engagement, and application of motivational interviewing principles.



Managing Bias and Making Defensible Decisions

[Evidence Based Practice Summary- What Works to De-bias Decision Making](#) - There have been huge advances in our understanding of the process of decision-making. This briefing highlights the research on those things that can improve the quality of this process, and on those things that can get in the way

[Bias Recognition Checklist](#) – Checklist designed to assist practitioners to consider the impact on their decision-making.

[Evidence Based Practice Summary- Procedural Justice](#)- Research suggests that procedural justice –feeling that processes are fair –is really important to probation work





Resource Guide: Additional Reading (2 of 5)

Managing the relationship whilst managing Risk

[7 Minute Briefing – Therapeutic Relationships](#) - The briefing looks at; how practitioners can develop genuine and meaningful relationships when undertaking a dual role in risk and rehabilitation, how to maintain the relationship in the face of resistance or during set-backs and encourages practitioners to reflect on steps that they can take to support the development of positively impactful working relationships.



Managing My Caseload Effectively

[Nutshell guide to performance measures](#)- This document outlines community performance and timeliness measures that is expected to manage your caseload effectively and which may support you in the prioritisation of your work. However, these are business performance targets and professional judgement should always be used to prioritise your work in relation to risk and needs of the people you are working with, with public protection at the forefront.

[Professional Judgement](#) – Please see the link which will take you to various resources on the use of professional judgement.





Resource Guide: Additional Reading (3 of 5)

Wellbeing: How to look after yourself in this work

[Wellbeing resources](#) – Click on this link to find a range of resources on Wellbeing, including the HMPPS Wellbeing Strategy. It is important that we think about ourselves and protect our own wellbeing, particularly given the challenging nature of this work.



Wellbeing: How to prevent suicide and self-harm

[7 minute briefing on suicide prevention](#) - Things to remember when assessing suicide risk of an individual in probation





Resource Guide: Additional Reading (4 of 5)

Feeling Supported in a virtual environment

[Managing Technostress](#)- This guidance provides some tips on managing 'technostress'. An increase in working from home during the Coronavirus (COVID-19) period, combined with social distancing, means that people are probably relying on technology both for work and personally more than ever, and may be feeling "techno-stressed."



Multi-agency working (MAPPa)

[MAPPa website](#)- The MAPPa website is a useful resource for finding out more about MAPPa and multi-agency working in risk assessment and management. MAPPa stands for Multi-Agency Public Protection Arrangements. It is the process through which the Police, Probation and Prison Services work together with other agencies to manage the risks posed by violent and people convicted of a sexual offence living in the community in order to protect the public.

[7 Minute Briefing- MAPPa](#) – This briefing, is informed by MAPPa serious case review learning lessons. It looks at the value of MAPPa when sharing information with other agencies and the opportunities MAPPa can provide to support the strengthening of risk management.



Working with females under supervision

1. [EQUiP page - Working with Female Offenders](#)
2. [Women's Team intranet page](#)





Resource Guide: Additional Reading (5 of 5)

Useful Videos

[Professor Hazel Kemshall on Risk Management](#)

Bitesize video featuring Professor Hazel Kemshall discussing risk management. Hazel Kemshall is currently Professor of Community and Criminal Justice at De Montford University. She has research interests in risk assessment and management, effective work in multi-agency public protection, and implementing effective practice with high risk cases.



[Risk, Need Responsivity](#)

This bitesize video features Fiona Williams, Head of HMPPS Intervention Services. In this video Fiona talks about the Risk, Need, Responsivity model of rehabilitation breaking it down to its composite principles.



[Introduction to MAPPA](#)

The videos cover; The role of disclosure in the MAPPA process and Top tips from MAPPA co-ordinators on how to complete MAPPA referrals.



[Wellbeing video \(password: module\)](#)

A video where Offender Managers share real life experience about managing risk and give advice on managing wellbeing.



[Trauma Informed Practice in Court](#)

Dr. Stephanie Covington talks about trauma in court.

[Understanding self-harm and suicide:](#) The webinar link below aims to enhance anyone's understanding of suicide, responding to self harm behaviour, working with someone in crisis, how to talk about suicide and self harm and the prison ACCT approach and use in transition to community

