

SFJCTDB5 - SQA Unit Code F2SF 04

Ensure attendance at courts/tribunals



Overview

This standard is about notifying those members of the public who are required to attend court/tribunal hearings, including those being prosecuted, witnesses and other relevant third parties.

It includes taking steps, where relevant and appropriate, to address any obstacles to their attendance. This unit excludes the notifying of jurors when dealing with cases in courts.

Cases can be either criminal or civil in courts, or tribunal cases.

There are two elements

- 1 Confirm the availability of required attendees
- 2 Address queries arising from those required to attend court/tribunal

Target Group

This standard is for individuals whose responsibilities include notifying members of the public of hearings, dealing with enquiries arising regarding their particular case, and addressing issues towards ensuring their attendance. Such enquiries are likely to be those addressed via correspondence.

**Performance
criteria**

Confirm the availability of required attendees

You must be able to:

- P1 determine correctly those members of the general public, including litigants/ respondents, witnesses and other relevant parties, who are required to attend the hearing
- P2 notify, where relevant, all appropriate individuals of the date of the hearing and its location within required timescales, in line with your organisation's procedures
- P3 provide individuals with further appropriate supporting information to explain procedures and roles, as required
- P4 refer any difficulties in obtaining confirmation of attendance promptly to the relevant person
- P5 review information provided by those required to attend, and identify any references to potential obstacles to their attending at the time scheduled
- P6 take relevant actions to overcome any obstacles, in line with your level of responsibility and your organisation's requirements

Address queries arising from those required to attend court/tribunal

You must be able to:

- P7 respond to queries raised by those required to attend courts/tribunals fully and accurately
- P8 respond to queries within agreed timescales, in line with your organisation's requirements
- P9 explain clearly and accurately the process, where required, and who to contact if they have any queries which are outside your area of responsibility or expertise
- P10 deal with individuals in an ethical manner, recognising their needs, with respect for race, diversity and human rights
- P11 keep confidential information secure

Knowledge and understanding

You need to know and understand:

Confirm the availability of required attendees

- K1 current organisational requirements and procedures for notifying those whose attendance at a court/tribunal is sought
- K2 the principal types of obstacles that might hinder a person's ability to attend a court/tribunal, the types of support that are available, and how to progress these
- K3 the agencies/third parties available towards providing support and how their involvement should be initiated
- K4 the actions to take where you have concerns about a person's intention to attend a hearing, where relevant to your area of operations

Address queries arising from those required to attend court/tribunal

You need to know and understand:

- K5 the principal types of queries from those required to attend court/tribunal and how to deal with these
- K6 what information is confidential, and how to ensure that it is only available to those with authorised access

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