

# SFJCTDC2 - SQA Unit Code F2T0 04

## Provide support to those about to attend courts/tribunals



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### Overview

This standard is about providing support to those parties attending courts/tribunals, excluding court officials, including explaining court/tribunal proceedings and ensuring that they are directed to the relevant court/tribunal room.

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

#### There are three elements

- 1 Confirm that relevant parties are present
- 2 Provide information and support to those attending courts/tribunals
- 3 Ensure that parties are directed to the relevant court/tribunal

#### Target Group

This standard is for individuals whose responsibilities include providing support and assistance to appellants, respondents and/or witnesses etc arriving at court/tribunal to attend hearings.

#### Performance criteria

#### Confirm that relevant parties are present

*You must be able to:*

- P1 identify the parties, including any witnesses arriving to attend a hearing
- P2 establish correctly the hearing that they are to attend, and identify its type, location, and scheduled time
- P3 establish if those attending have any information, not made available previously, which needs to be made available to court officials/panel members, and where relevant ensure that this reaches the correct person(s) promptly
- P4 determine whether all expected parties have arrived, and where any key individuals are missing, address this promptly and correctly
- P5 ensure that members of the public attending court/tribunal are aware of the location of those facilities available to them within the building and of relevant emergency procedures

#### Provide information and support to those attending courts/tribunals

*You must be able to:*

- P6 explain the relevant court/tribunal proceedings, covering those affecting the particular person(s) attending, including where they will be seated and the procedures that they will be expected to follow during the court/tribunal
- P7 explain relevant codes of behaviour and court/tribunal protocols
- P8 assess whether any person(s) attending requires support, including emotional, practical or protection, whilst within the court/tribunal building
- P9 identify and agree with any person(s) requiring support the assistance needed, and agree and take the relevant actions to address their needs
- P10 present information clearly, concisely and accurately, and in ways which promote understanding
- P11 encourage questions, check for understanding, and provide clarification where necessary
- P12 answer queries accurately and clearly
- P13 keep confidential information secure
- P14 make time available to support others, demonstrating behaviour that shows respect, helpfulness and cooperation
- P15 deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights

#### Ensure that parties are directed to the relevant court/tribunal

*You must be able to:*

- P16 direct those attending a particular court/tribunal to the correct room and waiting area appropriate to their hearing
- P17 ask attendees to ensure that any electrical devices, including mobile telephones are switched off

#### Knowledge and understanding

*You need to know and understand:*

#### Confirm that relevant parties are present

- K1 current organisational requirements and procedures relevant to addressing, preparing and supporting those arriving for court/tribunal
- K2 the principal types of information which might be brought by those attending a court/tribunal, and how to deal with these correctly
- K3 the rights, roles and responsibilities of all parties, such as appellants, respondents, witnesses and others, attending the types of hearings within your area of responsibility
- K4 the range of facilities within the building available to those members of the public attending, including, for example, toilets, waiting/refreshment areas, telephones and fire exits
- K5 emergency procedures for evacuating the building, and your role and responsibilities in the event of an emergency

#### Provide information and support to those attending courts/tribunals

*You need to know and understand:*

- K6 current organisational requirements and procedures relating to those members of the public attending the courts/tribunals within your area of responsibility, including for example, appellants, respondents, and witnesses
- K7 the key roles and responsibilities of court officials/panel members within the courts/tribunals in your area of responsibility
- K8 codes of behaviour relevant to those attending court
- K9 the types of requirements for support that may arise, and how these should be dealt with
- K10 the appropriate persons responsible for managing witness protection, where relevant to your area of operations
- K11 how to assess whether a person attending a hearing may require support whilst in the building
- K12 how to be flexible in your approach, using various communication techniques appropriate to the behaviour and attitude of the persons attending the court/tribunal

#### Ensure that parties are directed to the relevant court/tribunal

*You need to know and understand:*

- K13 current organisational requirements and procedures relevant to directing those attending hearings to waiting areas and to their hearing

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