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## Overview

This standard is about providing support to relevant parties, such as officials, litigants and others at courts/tribunals, and it includes providing procedural direction on behalf of courts/tribunals as well as receiving and recording outcomes.

This standard excludes offering any advice on judicial or legal matters or proceedings which require legal training or qualifications.

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

### **There are three elements**

- 1 Provide support and direction to parties in courts/tribunals
- 2 Provide procedural direction on behalf of the court/tribunal
- 3 Receive and record the outcome

### **Target Group**

This standard is for individuals whose responsibilities include supporting proceedings through offering guidance on procedures and related non-judicial matters. It does not involve advising upon legal matters and therefore does not require the individual to possess any legal qualifications.

# SFJCTDC3 - SQA Unit Code F2T4 04

## Support proceedings in courts/tribunals

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### Performance criteria

*You must be able to:*

#### **Provide support and direction to parties in courts/tribunals**

- P1 allow those cases that are only to be of a short duration to be heard first, where there is more than one case to be heard, and where relevant
- P2 confirm that any special arrangements required by particular individuals are available, and associated equipment is working correctly, addressing any problems promptly and accurately
- P3 confirm, where any individual(s) requires special measures, that they understand and can operate the equipment provided
- P4 operate recording equipment correctly, where required
- P5 call the case clearly and accurately, where relevant
- P6 provide relevant support and direction to relevant parties correctly, clearly and at the appropriate time
- P7 demonstrate behaviour which shows respect and helpfulness
- P8 use communication styles that are appropriate to different people and situations

#### **Provide procedural direction on behalf of the court/tribunal**

*You must be able to:*

- P9 provide relevant instruction upon proceedings clearly, accurately and at the necessary time
- P10 respond promptly to requests for advice upon procedures
- P11 provide clear and accurate advice, presenting information concisely and in ways which promote understanding
- P12 make relevant information available promptly to those who need it and have a right to it
- P13 act within the limits of your authority

#### **Receive and record the outcome**

*You must be able to:*

- P14 establish correctly that an outcome has been reached
- P15 where relevant, request the outcome correctly from the appropriate person(s)
- P16 ensure that all relevant parties present are aware and understand the outcome and its impact upon them
- P17 maintain accurate and up to date records of the outcomes
- P18 ensure that the necessary authority(ies) are notified of the outcomes

**Knowledge and understanding**

*You need to know and understand:*

**Provide support and direction to parties in courts/tribunals**

- K1 current organisational requirements and procedures relating to providing support and direction to those at court/tribunal, within your area of authority and responsibility
- K2 the reasons why it can be beneficial to allow cases of a short duration to be heard first, where this is relevant to your area of operations
- K3 the range of special arrangements that are available, including the provision of video and other communication equipment, and/or the provision of access equipment, their relative advantages and disadvantages for those using them, and for the court/tribunal process
- K4 how to operate the equipment associated with special arrangements

**Provide procedural direction on behalf of the court/tribunal**

*You need to know and understand:*

- K5 your role and responsibilities with regard to providing instruction and advice upon procedure within the courts/tribunals for which you are responsible
- K6 current procedures within those courts/tribunals for which you are responsible

**Receive and record the outcome**

*You need to know and understand:*

- K7 current organisational requirements and procedures relating to receiving and recording outcomes, and your role and responsibilities within these
- K8 those authorities to be notified of the outcome of cases, and how to ensure that this occurs

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## Support proceedings in courts/tribunals

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**Developed by** Skills for Justice

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**Version number** 1

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**Date approved** July 2009

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**Indicative review date** July 2011

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**Validity** Current

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**Status** Original

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**Originating organisation** Skills for Justice

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**Original URN** SfJ DC3

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**Relevant occupations** Public Services; Public Service and Other Associate Professionals

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**Suite** Courts and Tribunals

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**Key words** court, tribunal, case, proceedings, support, officials, litigants, procedures